

FOWEY RIVER PRACTICE

Patient Participation Group (PPG)

'Getting better together'

Minutes from meeting on Wednesday 12th June 2019 - 6:15 pm at Fowey

Present

BL (Chair), Anne B (Vice chair), Amanda B, Chinty P, Dr. Waldron, MK, PP, RD, VD

(1) Apologies

Annette B, CN, LW, RG

(2) Minutes from last meeting

BL welcomed everyone to the meeting and afterwards he checked the accuracy of the PPG June 2019 Minutes. This was later signed off as a true record.

(3) Matters arising

New Phone system: Amanda B confirmed that the new phone system was in place but there are a few issues that are being resolved. Anne B added to this explaining the difficulty she experienced with the phone system.

Lions: BL said that he was in contact with the Lions regarding funding an Event Monitor. BL further explained the difficulty he had with the email system and apologised for the delay of the details to Amanda B. Amanda B confirmed receipt of the email stating that she was in contact with the Lions.

200 Club: BL to contact RG.

CCG Fowey Hospital meeting: Both Amanda B and Anne B spoke about a recent meeting regarding the hospital and their concerns of it becoming a care home.

Ben Mitchell (Event Officer) NHS Kernow: The Committee discussed Ben's visit for the PPG meeting in September. Amanda B will contact Ben with further details.

(4) Feedback from the Practice

Dr. Waldron said that it was unfortunate that the primary care network was not approved between Fowey Practice, Middleway Surgery and Lostwithiel Medical Practice. Despite this, he would be attending a meeting with Bodmin Health Centre with the hope of co-locating services such as nursing and mental health teams for care in the community. BL asked how this would be managed – Dr. Waldron explained some possible management strategies.

(5) Committee Items

GP Appointment: VD spoke about an unfortunate experience a patient had when they were speaking to a receptionist to get an appointment with a GP. VD explained that although an option was possible for an appointment with a GP days later, no alternative was given to contact a GP on the day. Both Amanda B and Dr. Waldron said all receptionists knew the process for making appointments and that it was important to report such issues as well as details of the day/time because this would be followed up with the member of staff to ensure correct procedures are met at all times.

Poster: Chinty P to email the poster (in progress) to the Committee that she and LW produced to advertise for additional active members in the PPG Committee.

(6) Any other business

- There was a discussion about Veor Surgery in Mevagissey. The Committee was very pleased that the Surgery will still be opened and staffed locally. BL praised the active work of the PPG in Mevagissey in support of keeping the surgery open.
- Chinty P said that she met a young person who was keen to join the PPG Committee. The group welcomed the idea and they agreed that this was very positive. Chinty P to send details of the PPG meeting in July to the new member.
- Chinty P mentioned that the public entrance to Par Health Centre is often wet and slippery when it rains and wondered if anything could be done to prevent accidents. She noted that there is normally a yellow warning sign in the area when the floor is wet, but this does not help the situation. Amanda B said that she will follow up on this.

The meeting closed at 19:05 pm.

Date of next meeting: Wednesday 10th July 2019 in FOWEY