

FOWEY RIVER PRACTICE

Patient Participation Group (PPG)

'Getting better together'

Minutes from meeting on Wednesday 13th February 2019 - 6:15 pm at Fowey

Present

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

(1) Apologies

MK, RG

(2) Minutes from last meeting

BL welcomed everyone to the meeting and checked the accuracy of the PPG January 2019 Minutes and they were signed off as an accurate record.

(3) Matters arising

Social Prescribing: To begin quite soon - systems are in place.

Feedback from Lions: BL contacted the Lions and they are delighted to fund a One-Day Event Monitor. Chinty P to follow up presentation date.

New Phone system: A new experienced supplier will be overseeing work in surgeries.

Meet the Practice Team: The Committee was very pleased to meet Receptionist Mandy and Dr. Simpson.

(4) Feedback from the Practice

New GP contract: Dr. Waldron told the group that there was a new contract for GPs to work in bigger units and that it seems reasonable, flexible and manageable to date. He added that the Practice is working with Lostwithiel Medical Practice and Middleway Surgery to share extra staff and surgery sessions in the evenings and weekends.

Patient Experience Survey: Both Dr. Waldron and Amanda B discussed the results for the Practice and compared this with the National Survey. Dr. Waldron asked the Committee if they would like to meet to discuss the results. This has been scheduled for the PPG meeting in April - Amanda B to email reports to Chinty P who will forward on to the Committee.

Volunteer Cornwall: It has been agreed that Bill from Volunteer Cornwall will attend the PPG meeting in March.

(5) Committee Items

300 Club: Many thanks to RG for sending on the information on how the 300 Club will operate.

Fowey Hospital: Anne B reported on a meeting she had with Kate Mitchell regarding Fowey Hospital. Afterwards, the Committee discussed many issues Anne B mentioned.

Encouraging young people to join the PPG Committee: Chinty P to follow up Health and Social Care students at college.

(6) Any other business

Amanda B to follow up signing on system – Anne B reported that even though the screen states the system is running on time, quite often patients are still waiting twenty minutes later than scheduled.

Anne B noted that the radiators in Fowey Surgery waiting room was cold. Dr. Waldron said that this problem has been noted and that a plumber will be sorting this.

Anne B to follow up dates for selling cakes at the Farmers market in Squires Field.

The meeting closed at 19:20 pm.

Date of next meeting: Wednesday 13th March 2019 in FOWEY

Signed as a true record on 13 March 2019 by:

Dr William Leach (*Chair*) and Rajdulari (Chinty) Pettitt (*Secretary*)