

FOWEY RIVER PRACTICE

Patient Participation Group (PPG)

'Getting better together'

Minutes from meeting- Wednesday 8th May 2019 (6:15 pm – Fowey)

Present

BL (Chair), Anne B (Vice chair), Chinty P, Dr. Waldron, LW, MK, Toni H

(1) Apologies

RG, PP, Annette B

(2) Minutes from last meeting

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

(3) Matters arising

New Phone system: Dr. Waldron stated that due to further adjustments on the phone system, a new date has been set for the end of May.

Lions: BL to re-contact the Lions regarding funds towards a One-Day Event Monitor.

200 Club: This will be discussed further at a date when RG is available.

CCG Fowey Hospital meeting: Dr. Waldron and Anne B mentioned aspects of the meeting and they voiced their concerns of having a central hub with a one-stop shop approach for supporting the community. Dr. Waldron noted that access to the site will be difficult and he is looking forward to seeing the Parish Plan.

Patient Experience Survey: BL sends warmest congratulations on behalf of the PPG to everyone at the Practice for their hard work following the positive outcomes and overall rating.

(4) Feedback from the Practice

Dr. Waldron said that he was optimistic about getting an approval of a primary care network between Fowey Practice, Middleway Surgery and Lostwithiel Medical Practice.

(5) Committee Items

MK sold a painting at the Practice.

(6) Any other business

- Toni said that Ben Mitchell, an Event Officer from NHS Kernow, asked to attend a PPG meeting. The committee agreed that September meeting would be best for Ben to give a short talk. Toni to confirm this date with Ben and Chinty P to inform all members in advance.
- LW was concerned about the long waiting time (three hours) that her family recently experienced at Penrice Minor Injuries Unit. LW reported that the long waiting period resulted from the previous patients in the queue at the Unit who were collecting their health results which were not available from their surgery. Dr. Waldron explained that this was not common practice and that the nurses won't have access to such information. BL suggested writing to the hospital to ask for an explanation to find out why patients should go to the hospital for their health results.
- Chinty P mentioned that she met Jordan Powell and she asked for an update on the Social prescribing programme. Dr. Waldron said that there were some issues regarding the running of programmes with Par Track. However, a new person is in place to carry the programme forward and this is still proceeding to plan.
- MK spoke about the brilliant support he had at Treliske Hospital where two appointments were completed on the same day. As a result, this process saved him time and an extra visit to Penrice Hospital. MK also asked about Cannabis oil – there was a short discussion about this.
- BL reported that he recently gave a talk to the Probus Club with a part focus on the NHS. BL summarised his talk focusing on how things had changed over time especially the difficulty of getting an appointment with a GP and the decline in the GP to patient ratio. BL also said that there were many compliments about Fowey River Practice at the meeting noting the opportunity to see a GP on the day compared to others who have to wait at least seven days to see a Doctor! BL wondered whether a patient can be supported by two known GPs especially if they had an on-going illness. He also stated that some people felt appointments should be prioritised for patients to see their designated GP. Dr. Waldron replied stating that GPs at the Practice already work as a team to manage patients who are in nursing homes. He explained that new GPs have a shorter timetable and as such there is the difficulty of patients getting appointments with a designated GP. Dr. Waldron said that since the Practice is based over three sites, the timetable is spread to include everyone but if the Practice was based on one site, it would be far easier to look after specific patients. There was a short discussion afterwards.
- BL asked Chinty P to organise a poster for additional active members in the PPG Committee.

The meeting closed at 19:10 pm.

Date of next meeting: Wednesday 12th June 2019 in FOWEY

Signed as a true record on 12 June 2019 by:

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