

FOWEY RIVER PRACTICE

Patient Participation Group (PPG) meeting

'Getting better together'

Wednesday 8th August 2018 - 6:15 pm at Fowey

Present

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

(1) Apologies

N/A

(2) Minutes from last meeting

BL welcomed everyone to the meeting and he checked for accuracy of the minutes with the group. There were no adjustments and the minutes were signed off by BL and Chinty P as a true record.

(3) Matters arising

Book Sale: Amanda B said that the 'book sale' is working very well. Anne B and BL added that books are selling fast and there is a need for more books.

Telephone System: BL told the group that Wheal Northey PPG was very grateful for the feedback regarding the telephone system.

Car Park in Fowey Surgery: There was a discussion car park spaces - bollards will be put in place soon and this will be used at nights and weekends - a sign will be displayed in the Fowey Surgery car park to inform the public.

(4) Feedback from the Practice

- CQC visit

Dr. Waldron noted that CQC visit to the Practice was positive and they are now waiting for the report which is due in 50 days' time. CQC advised that a sign should be placed over the oxygen bottles and an emergency pull cord should be placed in the toilet. Dr. Waldron added that CQC personnel spoke with various people including Chair and Vice Chair of the PPG.

- Extended Surgery hours

Dr. Waldron mentioned that Fowey Practice is now working in conjunction with Middleway Surgery and Lostwithiel Medical Practice offering evening and weekend appointments to patients. Dr. Waldron explained how the timetable works with Fowey Practice covering sessions on Mondays and Saturdays, Middleway Surgery covering Wednesdays and Lostwithiel Practice covering sessions on Tuesdays and Thursdays.

- Proposed cover in Polruan Surgery

Dr. Waldron gave a presentation explaining the current timetables for the healthcare professionals in Fowey, Par and Polruan Surgeries and a new system of cover for Polruan proposed by the Practice that could meet NHS England approval. Dr Waldron spoke about issues with costs, dispensing and covering the surgery and he asked the Committee for their views. The issue of how patients in Polruan would receive their medication was raised: BL expressed his concern for the people of Polruan since there are no chemists in the near vicinity and for many patients this would cause considerable hardship. RG suggested use of postal pharmacy services. Dr. Waldron said that the Practice could trial the proposed system for Polruan Surgery for six months and then review. Anne B said that the proposed cover for Polruan Surgery seems to be the best option and this was seconded by Annette B. Dr. Waldron said that he will write to NHS England regarding the new proposal and contact the Town Council later on.

- Doppler Machine

Annette B noted that the Doppler machine is very efficient and effective.

(5) Committee Items

- CQC visit

Anne B and BL said that that they had a successful meeting with CQC. They told the group that they discussed a number of issues such as the difficulty of reaching Polruan when the Ferry is not working. Both Anne B and BL reported that they felt CQC was supportive to the Practice and issues they were facing. BL added that CQC was very happy with the PPG's work.

- Newsletter for the Practice

Chinty P showed the Committee the *July 2018 PPG Newsletter* explaining the information on page 1 which covered contact and appointment times for the different surgeries and the items the Practice had purchased previously (which were toys, tv screens and a doppler machine). Chinty P added on that on page 2, she summarised biographies for the new GP - Dr. Knobloch and Dr. Luke who is a new Trainee GP at the Practice. The dates for Flu vaccines in October and the Book Sale at Fowey and Par Surgeries were also included as well as a note of thanks to Artist Mike Kerris for supporting the Practice with the donation of profits from the sale of his artwork. BL expressed his thanks for the work Chinty P did in producing the *Newsletter*. During a discussion, it was noted that the next newsletter issue will be around October/November and BL asked members to email their contributions to Chinty P.

(6) Any other business

- 7- day ECG Event Monitor

There was a discussion re fundraising and BL asked what equipment could be useful for the Practice. Dr. Waldron suggested a 7-day ECG Event Monitor costing approximately £1700.00. He explained that this machine will be very useful to monitor patients who

experience difficulties such as blackouts and chest pains. Dr. Waldron said that patients would be fitted with the machine at the Practice and the monitor would record electrical signals from the heart over a period of a week, afterwards the report will be downloaded or sent off to a cardiologist for review. He also noted that the Event Monitor could be rented out to other Surgeries at a small cost which would benefit the Practice. Everyone agreed that the Event Monitor will be a good idea for the next fund-raising cause.

- Fundraising

Annette B suggested producing a poster to show amount of funds raised over time. MK said that he contributed £40.00 to the Practice from sales of his artwork over this past month. Chinty P thought that maybe we should start thinking about prizes for the Raffle in the near future - there were a few ideas such as a Christmas cake, prints of artwork and bottles of wine.

- Positive impact - Reception

VD noted that the Reception staff are more helpful. Also, BL and RG were very pleased that Reception staff were stating their names at the beginning of phone calls with patients. Amanda B said that she will inform staff.

- Adult Social Care Prevention Services – Survey

Some members were unable to access the PDF file for the survey– Amanda to resend the file.

The meeting closed at 19:00 pm.

Date of next meeting: Wednesday 12th September 2018 in FOWEY

Notes: Flu vaccines beginning of October

- Saturday Clinics: 6th and 13th October
- Polruan Flu Clinic: Thursday 11th October
- There will also be weekday clinics - dates to follow