

Fowey River Practice

Patient Participation Group (PPG) meeting minutes from Wednesday 10<sup>th</sup> January, 2018

'Getting better together'

Present: Dr Waldron, Amanda B, VD, RD, RG, AB, MK

Meeting Chaired by Anne B

1. Apologies – BL, AB, Chinty P, CP & late apologies from PP
2. Alison White representing the Par/Tywardreath Neighbourhood plan, Alison gave the group a background to the NP and explained how they required the community to help shape a policy to reflect local views – see separate sheet attached
3. Minutes from last meeting agreed as accurate record
4. Matters Arising -Doppler – thank you poster and advertise for more donations. Discussed whether it would be viable to raise funds, share between other surgeries, agreed to ask for any other donations with the thank you poster & RD was going to write to the local councillor to see if they could donate to this good cause
5. Feedback from the Practice, new deputy Practice Manager starting in February. The Practice were pleased that they had used a quadrivalent flu vaccine (covering 4 strains of flu rather than the trivalent one which covers 3 strains) with the current flu outbreak
6. Committee Items:-
  - Toys- this task has been delegated in the Practice and the toys should be in all sites shortly.
  - Appointment system concerns; discussed the issues of patients having to phone back this was because over the last few months it has been extremely busy, the Practice is always tinkering with the system, but it all depends on the demand. The PPG raising other issues of the Doctor asking the patient to come back, but no appointments being available, Dr Waldron will discuss these issues with his Partners to see if there are other options, as the balance needs to be flexible. The Practice was also looking at employing another GP for the summer. If there were problems with getting an appointment the patient can ask to go on the Doctors phone back lists. It is a work in progress
7. Any other Business – PL24 published article in December on page 6
  - The PPG have received feedback from patients on how nice and helpful the Practice Staff are and Amanda said that January had started very well with lots of thank you cards and praises, which she will pass on to the staff

The next meeting is timetabled for Wednesday 14<sup>th</sup> February 6.15pm in Fowey