

FOWEY RIVER PRACTICE

Patient Participation Group (PPG)

'Getting better together'

Minutes from meeting - Wednesday 9th January 2019 - 6:15 pm at Fowey

Present

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

(1) Apologies

AB, PP, LW. MK apologised for being absent for the December 2018 meeting.

(2) Minutes from last meeting

BL welcomed everyone to the meeting and he introduced new committee member CN. BL later checked the accuracy of the December 2018 Minutes which were signed off as an accurate record.

(3) Matters arising

300 type club: RG to do some further research and report at the next meeting.

Feedback from Lions: BL noted that he has not received any further information from the Lions.

Raffle details: BL said that it was a very good idea to note winning raffle ticket details in the Minutes for December. The committee also discussed the pros and cons of including this information in the Newsletter.

(4) Feedback from the Practice

Social Prescribing: Whilst explaining how social prescribing works to improve patients' health and well-being, Dr. Waldron quoted statistics from another Practice indicating the positive impact on patients. Dr. Waldron told the Committee that Fowey River Practice will be referring patients on a Social prescribing programme in January on Tuesdays with instructor Jordan Goodison-Powell. He also mentioned possible costs over a period of time for referred and post-referred patients. The Committee agreed that this programme has many benefits for patients in terms of exercise and loneliness.

New phone system: Dr. Waldron mentioned that the Practice will have a new phone system by the end of January and that he was hoping to keep the same phone number. Amanda B is looking forward to a more efficient system.

Missed appointments: Amanda B said that since the Text reminder system has been set up, the number of missed appointments has decreased.

Flu vaccines: Both Amanda B and Dr. Waldron noted that Flu vaccinations are still ongoing.

(5) Committee Items

Meeting the Practice Team: BL asked whether it was a good idea to meet the Practice team since there are new members. During a discussion Dr. Waldron confirmed that it was a good idea to meet the team and there should be possibilities of a meeting once members are more settled.

Appointments for blood tests: Whilst MK reported difficulties of getting an appointment for blood tests, VD stated that she had no difficulty. Dr. Waldron explained that appointments should be available and that the issue of not getting an appointment will be followed up.

Making the bests of GP Practice: RD brought in examples of GP Practice newsletters from elsewhere and wondered whether this information would be useful – BL to summarise relevant information for next meeting. Afterwards, a discussion followed about the problems associated with patients desiring appointments specifically with their GPs and this progressed to doctors on the GP Retention Scheme which aims to give greater flexibility with professional development and support.

New Patients: BL asked for an update on new patients attending the Practice. Dr. Waldron noted that new patients are still trickling in.

Virtual consultations: BL asked for views on this topic. Dr. Waldron explained the telehealth system in Demark noting that there are good points to virtual technology in terms of saving time and that patients do not need to travel however, it does take time to send emails and make further notes after consultations. He further added that face to face consultations with patients and examinations are better for diagnosis.

(6) Any other business

7-day ECG Event monitor: BL asked for an update on the event monitor. Amanda B said that the Practice has purchased a 7-day Event Monitor and Dr. Waldron added that so far, five people have used the monitor and that the Practice was going to purchase a 1-day monitor with the extra available funds. Anne B told the group that she wrote a thank you to the public for their support with raffle tickets, donations and book sale and this was sent to Foweynews and PL24 newsletters and it was also published in the surgery waiting rooms. BL wondered what the next fundraising project would be.

The meeting closed at 19:20 pm.

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

Signed as a true record on 12 February 2019 by:

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