

# FOWEY RIVER PRACTICE

## Patient Participation Group (PPG) meeting

*'Getting better together'*

**Wednesday 11<sup>th</sup> July 2018 - 6:15 pm at Fowey**

**Present:** BL (Chair), Anne B (Vice chair), Amanda B, Chinty P, Dr. Waldron, CP, MK, PP

### **(1) Apologies:** RG, RD, VD, Annette B

BL welcomed everyone to the meeting whilst the group signed consent forms re data protection.

### **(2) Minutes from last meeting**

BL 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) Feedback from the Practice**

- New Doctor & New Trainee

Dr. Waldron confirmed that Dr. Knobloch, who is an experienced GP, has joined the Practice and that he is settling in very well. Added to this Dr. Luke will be joining the Practice as a new trainee in August.

- Other new staff

Amanda B added that the Practice has a new Healthcare Assistant and two new Receptionists. Amanda B to update the photographs on the noticeboards.

- CQC visit

Dr. Waldron informed the group that CQC will be visiting the Practice in 2 weeks' time. They will visit Par and Polruan surgeries on Wednesday and Fowey Surgery on Thursday. He asked that the Chair and Vice Chair be available to meet them.

- NHS England

There was a discussion about dispensing in relation to Polruan patients. Dr. Waldron explained the concerns surrounding the economics and logistics of supporting patients in that area. BL and Anne B added that they would like to discuss this topic further and hope to raise some issues at the CQC meeting.

- Further contributions to the Doppler machine

Amanda B said that the Practice have received some more money towards equipment for the Doppler machine and so far, they have purchased a travel case and an extra stand.

#### (4) Committee Items

- Book sale

Amanda B confirmed that the Book sale system is set up and running.

- Newsletter for the Practice

The Committee discussed the format of the draft newsletter - Chinty P to adjust accordingly. Amanda B to send photos, biographies from Dr. Knobloch and Dr. Luke plus dates for Flu vaccines in October. Chinty P to complete the July Newsletter.

- Notice Boards

BL and Anne B to review the noticeboards.

- Tywardreath and Par Neighbourhood Plan – Blue Green Health and wellbeing

BL explained the focus of the Blue Green plan as well as the physical and mental health benefits associated with it. He also expanded on the work that Alison had done to date regarding the neighbourhood plan.

#### (5) Any other business

- Telephone system

Following a question from the St Austell PPG, BL explained their concerns which was that their telephones are constantly ringing in the morning without being answered. Dr. Waldron and Amanda B explained that the phone system in our practice is front loaded to avoid this problem. Amanda B had worked with BT to monitor the number of calls and to ensure adequate staffing and Dr Waldron said that a practice can only work this way if it has sufficient GPs to cover the appointments! BL to report back to the Wheal Northey PPG.

- Car Park in Fowey Surgery

There were many comments about patients finding a parking space and it appears that people are parking in the spaces but not attending the Surgery. Chinty P suggested using cameras and BL asked about using parking notices.

The meeting closed at 19:05 pm.

**Date of next meeting:** Wednesday 8<sup>th</sup> August 2018 in FOWEY

**Notes:** Flu vaccines beginning of October

Saturday clinics: 6<sup>th</sup> and 13<sup>th</sup> October

Polruan Flu Clinic: Thursday 11<sup>th</sup> October

There will also be weekday clinics - dates to follow