

Minutes of the 10th Patient Participation Group (PPG) meeting – Thursday 21st January 2016 at 6pm.

Attendees:

Mr Yorick O’Nyons (YO)
Mr Mike Burden (MB)
Dr Clive Buxton (CB)
Mrs Viv Lavan (VL)
Mrs Susan Hughes (SH)
Mr Frank Eva (FE)
Mrs Glyn Hoyle (GH)
Ms Megan Betts (MB1)
Mr Peter Kendall (PK)
Mrs Kim Young (KY)

Dr Mark Morris(MM)

Apologies:

Mrs C Savage (CS)
Mrs Verena Mitchell (VM)

1. The minutes of the 22ND October 2015 meeting were agreed
2. Matters arising.

SH requested that Nurse appointments should be bookable at least 2 months in advance. She had a recent case where the Nurse was unable to do that.

YO said that Nurses appointments were now done 3 months in advance. Currently available until April 2016

CB raised a concern over the tone of the Diabetic invite letter that he had received. He thought it could be perceived as threatening and might put patients off. YO explained the recall system and the need to get patients to attend review appointments for safe prescribing. CB agreed to review the letter and see if it could be improved. YO will then send it out to a few patients to test it.

CB has produced a Diabetic letter and forwarded it to YO. YO given it to diabetic lead nurse and long term conditions clerk. Both liked the letter and will use that template forthwith.

Issue of car park lighting was raised by CB. Very dark at entrance to surgery and also pedestrian steps. YO explained that street lights in car park do not work and too expensive to repair, hence spotlights were fitted around surgery. Solar panel lights had been tried by steps but were vandalised and ineffective in winter conditions.

CB suggested looking into battery operated lights. YO agreed to look into this.

3. FOTS – GH briefed that there was £928.44 in the surgery account.

Discussion on what to spend the money on (Agenda item 4) YO gave some ideas

YO agreed to forward ideas in an e-mail for members to decide at next meeting

4. CCG PPG meeting – MB gave a brief on what was discussed at the recent Carrick PPG chairs meeting. Two main items:
 - a. E-Consult. New web based consulting tool. Designed to reduce calls to the surgery and unnecessary GP appointments. Video produced showing what its about. Go live end of February. PPG help in promoting it would be beneficial.
YO agreed to advertise go live date and request support from PPG. Those interested will be given full demo.
 - b. Deal For Cornwall. Devolution for Cornwall council and better ability to integrate Health and Social Care. . MB circulated 2 papers on this for general reading. YO will attach to minutes.
5. Student Nurse project. MB1 gave a good overview of what she has been doing with the Young Persons at Trescobeas. This includes meetings with Chief Nursing Officer and various Patient involvement leads. MB1 very interested in assisting with econsult project. MB1 also briefed the PPG on Kernow Savvy (Young Persons service) and requirements for the surgery to get to the next level. KY also gave a good supporting brief. As well as being a patient at Trescobeas, KY is the student nurse course lead at Plymouth University. KY said that patient involvement would now be embedded into the student nurse curriculum.
6. Patient Surveys. VL gave a good brief on the findings from the Friends and Family Test (FFT). Generally outstanding results but with the odd negative comment. YO said that we would be getting more FFT responses because e-mail appointment reminders were also asking for patients opinion.. Discussion over whether patient should be given option of getting a response to their comments. **YO agreed to look into this**
The group thanked VL for her work.
7. Health Watch Survey – YO told the group that Health Watch had produced the draft reports from Trescobeas and Mylor and would be forwarding them in early February.
YO would circulate to he PPG as soon as he had received them.
8. Mylor Surgery. No further actions. Awaiting Health watch report. MB stressed that Friends of Mylor keen to support the surgery but needed projects. **YO agreed to suggest some good ideas.**

9. Flushing – YO briefed the PPG on the 1 mile rule that prevented being able to dispense to Flushing pats. He informed the PPG that 2 applications had been refused. MP Sarah Newton was now involved. MB said Mylor parish council would be discussing this at next parish council meeting. PK offered to help in what ever way required.

10. Flu Vaccinations – Issue raised by SH. Friends of SH had child with cancer. Penryn had given free flu vaccination to child and mother. Father (registered at Trescobeas) had been told he was not eligible and next paid appointment was a month away.
YO thanked SH for raising this. This is a key role for PPG members.
YO explained strict criteria for giving free flu vacs and why father was only offered an appointment a month away.
Key learning point is the promotion of the pharmacies when patients are not eligible for free vaccinations. YO agreed to reinforce this with reception team

Date of Next Meeting

Thursday 14th April 2016 @ 6PM