

Minutes of the 5th Patient Participation Group (PPG) meeting – Wednesday 25th September at 1630.

Attendees:

Ms Mary Bradley (MB)
Mr Yorick O'Nyons (YO)
Mrs Viv Lavan (VL)
Mrs Glyn Hoyle (GH)
Mrs Ann Bennett (AB)
Mrs Janet Golding (JG)
Mrs Dee Kimber (DK)
Mr Geoff Woodford (GW)
Mrs Jenny Woodford (JW)
Ms Susan Hughes (SH)
Mr Joe Strange (JS)
Mrs Christine Heelis (CH)
Mrs C Savage (CS)
Mr Frank Eva (FE)
Mr Mike Burden (MB)
Ms Megan Christophers (MC)
Invited Guest: Su Ormerod (Cornwall Council – Health Promotion)

Apologies:

Mrs Barbara Coumbe (BC)
Mr Rob Simmons (RC)

Before Meeting

YO gave the group a demonstration on the Trescobeas website. This generated much discussion on COMMUNICATING WITH PATIENTS. The website has 2500 hits per month and is a very useful tool for communicating with patients. He also talked about e-mailing the 4000 patients that have that facility

However it was noted those that do not have access to the internet and the limitations of posting information on line. General feeling was that this was a form of discrimination. **YO agreed and will take this important issue to the next CCC.**

CS highlighted that easy to understand and concise Reading material (leaflets) was important for those that did not internet access.

YO asked that all PPG members review and comment on Trescobeas waiting room in order to see if we can improve it.

YO also asked all PPG members to review the latest Newsletter as this is a valuable communication technique. JS gave some very good feedback on this.

Opening Comments

The meeting commenced at 4.30pm.
MB and YO thanked everyone for attending.
MB ran through the purpose of the PPG.

The minutes of the last meeting were approved.
MB introduced Su Ormerod from Cornwall Council Health Promotion who outlined her job.

New members were introduced, FE, MC and CS

AIMS AND PURPOSE OF THE PPG

MB gave an overview of the role and aims of the PPG.
PPG established in 2012, meets two monthly and as of Jan 2014 has a role with the Kernow Commissioning Group (KCCG)
This provoked much discussion.

YO circulated feedback since June 2014

It was agreed that the role of the PPG is to represent the collective patients view and not individual issues (although these can provoke valuable discussion).

Individual issues should be sent through the Surgery's complaints and comments procedure.

MB gave an overview of the Patients Association and their Project Plan (reading material had been circulated before the meeting). Project not yet commenced
More information will be forthcoming at the next Commissioning Meeting and will be circulated by YO.

MB gave a brief account of the recent Healthwatch exhibition on the Moor. Feedback from those that had attended was that it was good but very poorly advertised. MB agreed to feed this back to Health Watch

MB gave an overview of the results of the Royal College of General Practitioners (RCGP) Support Your GP campaign. Over 200 Trescobeas patients had signed the petition.

MB had submitted a letter to the local press about the 8% cuts.

Actions from Previous PPG

The last PPG meeting in June 2014 had identified 3 projects, 1 Large, 1 Medium and 1 small

Large – Link in with CCC

MB told the meeting that the following comments had been fed back to the CCC:

Positive response to the role of the Acute GP Service
Paucity of 2 week wait referrals – Example given of one taking a month

Positive response to treatment received in mermaid centre
Inadequate community support – example given of really poor support
Perception of ageism – Once you are a certain age you are written off
Praise for work of local GP service and general treatment

For the next CCC, the following to be raised:

Internet and Communication

Paramedics reports to GP (YO to investigate before hand)

NHS 111 – Fantastic service (YO to feed back to NHS 111)

Medium – Covered in Young Persons Section

Small

Try to improve the camber outside front access to surgery (GW) – Handrail or bollard – GW agreed not feasible. CS had some suggestions ref yellow hatching paint. **YO to discuss with CS**

Make steps more visible – Luminescent paint??? (GW) – **Not done yet – YO to do. Priority with evenings drawing in.**

Additional Suggestions:

Lower Script Box in Foyer (FE)

Bell in Reception (CH)

Young Persons Section

Lots of positive comments and feedback from JS and MC. MC had prepared an appropriate receptionist guide Includes:

Some suggestions:

Young Persons leaflets in Foyer (MC)

C Card leaflet with a Condom in (JS)

Condom Machine in toilet (JS and previous JG)

YO agreed to liaise with Emma from Health Promotions about these suggestions.

ACTION PLAN – FRIENDS AND FORTHCOMING FLU CAMPAIGN

Current Balance:

GH stated that she had received £15 from Mr/Mrs Elgood and £400 from Mr JP Dodd. Thank you letters had been sent.

Current balance is £1144.92

Project is an Air Curtain – Price £1300.

Flu Clinics

YO gave dates of Flu clinics. He stated would be good for weekdays to have a PPG stall canvassing patients views. He would work with CS to devise a survey form. All members were asked whether they would like to volunteer to man the stall. Please send availability to YO

On the Saturday clinics would be good to fund raise through a Tombola stall (JG suggestion). Also give out details of FOTS and PPG. Good idea. **JG volunteered to man the stall**

YO to advertise in news letter and donations welcome.

Site meeting 1200 on Weds 17th September

Date of Next Meeting

Wednesday 29th October - 1630

Actions:

- YO/MB to take the following to the next CCC:
 - Internet and Communication
 - Paramedics reports to GP (YO to investigate before hand)
 - NHS 111 – Fantastic service (YO to feed back to NHS 111)
- YO asked that all PPG members review and comment on Trescobeas waiting room in order to see if we can improve it.
- YO also asked all PPG members to review the latest Newsletter as this is a valuable communication technique.
- CS had some suggestions ref yellow hatching paint. YO to discuss with CS
- Make steps more visible – Luminescent paint??? (GW) YO to do. Priority with evenings drawing in.
- Lower Script Box in Foyer (FE)
- Bell in Reception (CH)
- YO agreed to liaise with Emma from Health Promotions about:
 - Young Persons leaflets in Foyer (MC)
 - C Card leaflet with a Condom in (JS)
 - Condom Machine in toilet (JS and previous JG)

