

## **Minutes of the 1<sup>st</sup> Patient Participation Group meeting – Wednesday 25<sup>th</sup> July**

Attendees:

Mr Yorick O'Nyons  
Ms Mary Bradley  
Mr Mike Burden  
Ms Senara Eggleton  
Ms Susan Coulls  
Mrs Barbara Coumbe  
Mr Brian Coumbe

Apologies:

Ms Val Whitman  
Mr Gary Skyrme  
Mrs Cindy Horsley-Jackson  
Ms Penny Shepherd  
Mr Bob O'Shea

### **Opening Comments**

The meeting commenced at 4pm.

Mr O'Nyons thanked everyone for attending.

He outlined the purpose of the meeting was to listen to patient concerns, suggestions for improvements to the service and establish priorities for activities to be taken forward. Mr O'Nyons then drew everyones attention to the initial PPG survey..

He then read out the apologies and comments received:

These included:

#### ***From Mr Skyrme***

*Sorry i send my apologies I can not make this meeting as I am working. To feed my opinions on the below: I do not have any problems with access to the doctors when I get through on the phones, it can be difficult and frustrating at times when the phones are not answered. I particularly deal with Dr Miller as I like him as a doctor as he always listens and very approachable. I don't think I have ever had a need to see the nurse. The waiting room is bland, TV or radio would be good .Outside hanging baskets all flowers are dead, probably better to take down if the flowers are not going to be replaced*

#### ***From Mrs Whitman***

*I'm sorry but I find myself unable to attend today so please accept my apologies.*

*With reference to the points I would say:-*

*1. Our receptionists are probably the best around, having experience of other surgeries, they are polite friendly and helpful. The doctors*

*and nurses are also good and I never have a problem getting an appointment or call back which suffering from ongoing medical problems is great for me. The whole surgery does a fantastic job.*

*2. I would like to see the newsletters perhaps if people register maybe they could be sent by email?*

*3. Friends of the surgery is a brilliant idea as the Health Centre people seem to do so much and raise a lot of money and I would be interested in this.*

### **From Mrs Horsley-Jackson**

*I will not be able to come to the meeting on 24th  
The use of the computer is not desirable as not many people have it, and also, mine has problems with signals. We do not have a good signal here*

*Two extra Drs might be better for you, but this will COST us, won't it?  
What is needed is for shake-up time- get rid of the Bureaucracy. There are so many things that get written down but we shd say: DO WE NEED TO SEND THIS MESSAGE!!*

*Car Parking:*

*I could not find any parking the other day, but I did note that people are getting into their cars and not leaving for a long time- I saw two do this, and I had another booking to go to.  
Perhaps a message to free - up car spaces might be an idea. I have never experienced this before!*

From these comments there was lively discussion on a number of pertinent topics. These included:

### **MYLOR**

Mr Burden is on the Mylor Parish council and raised the subject of provision of Nurses to Mylor. He explained that many patients found it difficult and expensive to travel to Trescobeas Mr O'Nyons stated that it is intended to provide:

- Phlebotomy session every 2 weeks – commence 24<sup>th</sup> September 2012
- Monthly diabetic clinic – Commence October 2012

The subject of phoning Mylor clinic direct was raised. Mr O'Nyons said that although it was a good idea, overburdening the 2 dispensers and lack of call recording made it impractical.

### **RECEPTIONISTS**

On the whole very good, with several PPG members praising them. Occasionally a long wait.

Doctors provide excellent care.

Particularly appreciate Doctors collecting patients from the waiting room.

### **WAITING ROOM**

Is particularly bland. Piped music was not favoured

Better magazines, greater selection.

More pictures

Maybe artwork / displays from local schools

### **TEXT APPOINTMENT REMINDERS**

Mixed feelings. Worth a try. Receptionists do remind patients of diabetic review appointments.

### **COMMUNITY MATRON / DISTRICT NURSES**

Do an excellent job and service is extremely valuable. Must be protected. The group were particularly concerned at the reduction in service.

### **DISCHARGE LIAISON**

Very important. The feeling was that patients are getting discharged from Treliske increasingly and therefore the need for advice and re-assurance is particularly important .

### **IDEAS**

Patient suggestion box

Communication – 1 page news letter. Elderly patients generally don't use internet.

### **FRIENDS OF TRESCOBEAS**

Good idea but needs a lot of patient time and organising

Needs to be targeted towards a specific project or piece of equipment

Could do a raffle or ask for local sponsorship

### **PRIORITIES**

The group were adamant that improving patient care and services had to be the main priority

**The meeting concluded at 5pm**

### **DATE OF NEXT MEETING**

To reduce burden on group members it is intended to meet twice a year. Next meeting January 2013, date to be confirmed.