

Minutes of the 2nd Patient Participation Group meeting – Thursday 24th January 2013

Attendees:

Mr Yorick O'Nyons
Ms Mary Bradley - Chair
Mr Mike Burden
Mr Peter Lidiard
Mrs Susan Hughes
Mr John Newton

Apologies:

Ms Val Whitman
Mr Gary Skyrme
Mrs Cindy Horsley-Jackson
Ms Senara Eggleton
Ms Susan Coulls
Mrs Barbara Coumbe
Mr Brian Coumbe

Opening Comments

The meeting commenced at 4pm.

Ms Bradley thanked everyone for attending.

She 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 read out the apologies and comments received:

These included:

From Mrs Whitman

Thank you for the email and attachments and a Happy New Year to all at the surgery. Hopefully I will be at the meeting work commitments providing. There is one issue which I have been meaning to mention after nearly been involved in a few near misses and that is the entrance to the surgery car park. I dont know how feasible it is and I dont wish to label a particular group of drivers but I have noticed now on several occasions that people tend to forget that the entrance/exit particularly when leaving is two way and I have seen people right over on the right hand side when they want to go right thus blocking the entrance for anyone entering. I appreciate it is difficult to do anything about this but wonder if something inexpensive could be done just to prevent an accident. Sorry!!!

Kindest regards and thanks to all at the surgery again on all their support throughout 2012.

Ms Bradley then brought up the following agenda items:

COMMUNITY MATRON

Mr O'Nyons explained that the Community Matrons belonged to Peninsula Community Health (PCH), a recently formed not for profit social enterprise. Like all NHS organisations they were under financial pressure and so have currently amalgamated the Penryn and Trescobeas Community Matrons. We are currently unsure as to when or whether we will get back to full complement.

Mr O'Nyons also said that Trescobeas had hired the previous Community Matron and tasked her to liaise with our patients who had been discharged from Treiske to ensure they had the right medication and care package. This supported the work completed by the Early Intervention Teams.

MYLOR

Mr Burden praised the service at Mylor. He said the new nurses clinics were fantastic and had been warmly received by the parishioners. He said it had made a huge difference and would like to register the Parish council's thanks. He also informed us that the Parish Clerk will be writing to us to thank the surgery.

WAITING ROOM

Mr O'Nyons informed the group that in response to the PPGs previous comments some work had been done on the waiting room, however the bulk of the work was being left for a young lady who was joining the surgery for a week in March for official work experience.

She will be looking at various methods of better communicating with patients.

These include:

Posters

Television

Social Media – Twitter and Facebook

Magazines

Mr O'Nyons said that the new Care Quality Commission regulations meant that magazines may have to be removed to prevent cross infection.

The group were keen on some form of Television in order to pass important messages. These could include membership of the PPG, What's New, Ideas for improvement, Idea of the month, Surgery surveys etc.

Mr O'Nyons agreed to look into this further.

Mr Burden offered to look into providing hanging baskets to improve the general appearance of the surgery. Mr O'Nyons welcomed this idea and would ensure maintenance if they were external.

NEWS LETTER

The group welcomed the news letter but enquired as to when the next edition will be issued and what would be in it.

Mr O'Nyons stated he will do a Winter edition in February.

He will include:

Text Messaging – plea for mobile phone numbers

Commissioning Update

Friends of Trescobeas and Mylor Surgery

It was suggested that the Newsletter could be placed on Reception and more clearly advertised. Mr O'Nyons agreed to take this on.

FRIENDS OF TRESCOBEAS AND MYLOR SURGERIES

Group thought this a good idea.

Ms Bradley agreed to lead the Trescobeas Surgery group with support from a friend who was keen to be involved. Ms Bradley could get St Mary's Hall for events such as Coffee Mornings etc.

Mr O'Nyons agreed to advertise as widely as possible for volunteers and to pass on names to Ms Bradley.

Mr Burden stated that Mylor would probably want a separate local surgery group. He agreed to advertise and co-ordinate.

Mr O'Nyons also agreed to come up with a shopping list of items that would make a difference but probably would not be funded by the surgery. These items would directly benefit the patients.

An example would be a Television for Mylor Surgery. Mr Burden stated this would be most welcome, however whilst Mr O'Nyons agreed, he stated that it would be unlikely to be funded by Trescobeas.

ACTIONS

Winter Edition of News letter - Mr O'Nyons

Waiting Room re-vamp – Mr O'Nyons

Hanging Baskets – Mr Burden

Friends of Trescobeas Surgery– Ms Bradley, Mr O'Nyons

Friends of Mylor Surgery – Mr Burden, Mr O'Nyons

The meeting concluded at 5.05pm

DATE OF NEXT MEETING

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