

Minutes of the 4th Patient Participation Group (PPG) and 7th Friends of Trescobeas (FOT) meeting Wednesday 22nd January 2014

Attendees:

Mr Yorick O'Nyons (YO)
Ms Mary Bradley – Chair (MB)
Mr Mike Burden (MB1)
Mrs Viv Lavan (VL)
Mrs Barbara Coumbe (BC)
Mrs Sheila Brown (SB)
Mrs Chris Heelis (CH)
Mrs Dee Kimber (DK)
Mrs Glyn Hoyle (GH)
Mrs Jan Golding (JG)
Mrs Jenny Woodford (JW)
Mr Geoff Woodford (GW)

Apologies:

Mrs Susan Hughes
Ms Susan Coulls
Ms Senara Eggleton
Mr Peter Lidiard
Mrs Ann Bennett
Mr John Newton
Mr Adrian Watts
Mr Joe Strange

Opening Comments

The meeting commenced at 4pm.

YO thanked everyone for attending.

YO said that the meeting would be divided. The first part would be the PPG, the 2nd FOT. He informed everyone that they were organised on the same day as many members attended both.

YO and MB then read out the apologies

PPG MEETING

Patient Involvement

YO asked MB to talk about her recent visit to Falmouth Hospital to witness the trusts Fall to Green initiative. MB gave a very comprehensive and informative brief.

YO then asked MB1 to talk about his meeting with PPG members from other Surgeries before the monthly CCC (Commissioning) meeting. Again he gave a very informative and comprehensive brief.

Key points from both:

It was good to see patients being involved in decision making and shaping future services.

A recurring theme was Falmouth Hospital and Community services. There now seems a real energy to improve both. Incidentally both were early PPG priorities

PREVIOUS ACTIONS

Request: PL suggested at least 2 more chairs with arms in the waiting room. This would assist patients. YO agreed to look into it.

Action: One further high backed chair with arms has been put in both Trescobeas and Mylor Surgeries.

Request: CH requested a water cooler in the waiting room and offered to assist. YO agreed to look into it.

Action: Please see FOT section

Request: CH requested the Air Con to be switched on. YO agreed to look into it.

Action: Please see FOT section.

Request: The group requested the door be open at 0755 to allow patients to arrive before their 0800 appointments.

Action: The door is now open at 0755

2014 SURGERY SURVEY

YO informed everyone the annual Surgery Survey is currently being conducted. So far there have been nearly 100 responses.

YO thanked the PPG and FOT members who had helped draw up the survey.

YO then went through the Surgery survey results and discussed results and priorities with the group. The following key points were made:

1. Extended Hours facility needs to be better publicised.
2. The group thought Saturday Mornings were the best time for Extended Hours.
3. Internet appointment booking is a good idea but patients need more faith in it; maybe a confirmatory e-mail??
4. Access generally good. However areas for improvement are:
 - First set of internal doors are very heavy and difficult for wheelchairs and disabled users.
 - Ramp at the entrance is not particularly patient friendly.
5. Generally level of service is good although Receptionists can, on occasion, be obstructive.

YO agreed to look into all of these.

YO thanked the group for their input. The PPG meeting concluded at 5pm.

FRIENDS OF TRESCOBEL'S SURGERY

MB introduced the agenda and the importance of establishing how the group wants to work. There was a consensus that it was important that every member should have a say and be heard.

The following roles were agreed:

Chair - MB (re-elected)
Treasurer - GH
Secretary and Facilitator – YO

As the Practice Manager, YO would not get involved in the decision making.

NEXT PROJECT

As requested, YO informed the FOT feedback from staff and Partners that the waiting room would be the best project for the FOT to take on.

They then went into the waiting room to look at the options. These were:

1. New Internal Doors (Maybe an Air curtain). PPG had identified these as a priority.
2. New Information Monitor to relay key messages to the patients
3. Air Conditioning Unit
4. Water Cooler. YO said he was getting a quote and would forward it to the FOT.
5. New blinds – Possibly heat absorbing to cool the room in the summer.
6. New children's toys.

YO agreed to e-mail all FOT members who would reply with their top 3 (in preference order). The top vote would be the FOT's next project.

The meeting concluded at 5.45pm

DATE OF NEXT MEETING

tbc