

TRESCOBEAS SURGERY, FALMOUTH. PPG MEETING. 28.04.22

Venue- Trescobeas Surgery 1830.

Present- PPG_ - David Barrow (Chair), Sue Hughes, John Killick, Viv Lavan, Verena Mitchell, Anne Clover (Sec). Trescobeas Staff - Hannah Cole (Practice Manger), Dr Catherine Hounsome, Dr Mark Morris

1 Apologies for absence

Celia Savage (Vice Chair), Jennifer Woodford

2, Minutes.

It was noted that the Minutes of the previous PPG meeting, 10/11/21 had been adjusted in error. All present agreed that the original minutes , as previously agreed by the PPG, were accurate and were to be published on the practice website. (Copy added at end of present minutes)

3. Opening remarks.

DB thanked the practice team for coming. He reminded all PPG members of the need to observe confidentiality relating to all matters discussed in the meetings. Only matters noted in the agreed minutes as published on the practice website can be discussed with any third parties, but here again noting the need for due caution not to pass on unpublished information. HC distributed updated confidentiality agreements that all present will be asked to sign. This is because previously signed confidentiality agreements were date limited.

4. PCN (Primary Care Network) - FPICF (Falmouth and Penryn Integrated Care Forum)

The Chairman referred to the inaugural virtual meeting or the FPICF held on 30th March 22. He acknowledged unease that some attendees assigned to the practice breakout sessions were not PPG members and therefore were unlikely to have signed confidentiality agreements with the practice. This feedback has already been shared with the PCN organisers of the meeting including Marcus Kay, PCN Strategic Manager. DB has since been assured that in future all attendees/assigned to practice break-out sessions will have prior confidentiality agreements in place. The need for adequate Lay representation in the PCN management structure will be addressed as the PCN evolves. After the pro's and con's of breakout sessions were discussed, it was agreed they would continue on a trial basis. All present agreed the Forum was an evolving process and that our attendance and its meetings would be modified as needed.

5. Central ICA (Integrated Care Area) Board Workshop

The Chairman reported the meeting held at the Atlantic Hotel, Newquay 16th March 22. The objective of the workshop was to agree its initial priorities going forward. The top four identified were Estates; Workforce; Prevention; Mental Health. The current mental health hub being piloted in Falmouth was highlighted as a model for the other two ICA's. MM explained that then centre developing in Falmouth is part of the Health Transformation Programme for West, North and East Cornwall and Isles of Scilly. DB described it as a very promising foundation for the Central ICA. The next board workshop re this venture will be 29/6/22.

6. Practice Update

Re Personnel - CH confirmed that Sue Uglow has resigned 30th April 22 as Practice Manager and her successor is Hannah Cole, who was warmly welcomed to the team. The medical staff changes are that Dr's Beth Dick and Megan Wellstrand are leaving Trescobeas. Recruitment attempts for replacements are continuing.

Re flushing Estate- CH noted there had been a notable increase in Facebook references to possible changes in the Trescobeas branch surgery service there after the Nov 21 PPG meeting. All present agreed this was alarming. The Chairman emphasised the need for maintaining confidentiality. CH reported ongoing contact with the KCCG about notifying Flushing residents of a pending closure of the Flushing surgery in Oct 22. A public meeting prior to this event is likely to be arranged by the media group of the KCCG. DB affirmed that the PPG is ready to co-operate with any such public presentation. DB asked that any such meeting be advertised as widely as possible using existing channels, for example, the Mylor and Flushing Magazine. MM referred to the need for the practice to deploy their medical resources as effectively as possible.

All present noted the on-going debate re prescribing for Flushing residents attending Trescobeas surgery. JK asked about the possible relevance of the pending 2022 PNA (Pharmaceutical Needs Assessment), he will continue to monitor web references to it. The possibility of PPG seeking media coverage concerning the prescribing difficulties for Flushing patients affected by the 1.6 km rule, was further discussed. The practice staff stated that they will not be re-applying to NHS England to offer dispensing services for Flushing patients from Mylor branch surgery. But they would not object to PPG efforts in this area and would be ready to offer guidance and support if appropriate. Their main focus now is on working with the CCG on the pending closure of the existing Flushing branch surgery.

7. Klinik Access.

MM reviewed the practice commitment to pursue the possible use of Klinik access at the practice in order to enhance patient safety. A "set-up" meeting with the contractor is planned for 10th May 22 to look closer at the solution and scope of and planning for further tools to assist implementation process. In order to learn more about the Klinik system in action Practice staff are currently engaged in visiting other practices in Cornwall that have already implemented variants of it. An in-house trial could include spoof patients trying it. The PPG members confirmed their readiness to try using the system. MM confirmed that once the outline specification has been agreed any implementation would also include telephone access for patients averse IT contact and that one of the patient benefits would be that no patients would be told there were no more appointments available that day. A

training video on Klinik access is available that HC will send to DB who can then pass it onto PPG members as requested.

8. Membership of NAPP (National Association of Patient Participation)

DB thought the present PPG is not currently a member of NAPP. He reported that the NAPP conferences had shown a full spectrum of PPG/General Practice interactions, ranging from collaboration to complete independence and even at times confrontation. VL confirmed that the Trescobeas PPG had been a member of NAPP in previous years. CH confirmed that the practice team will look closer at NAPP after a pending CQC inspection due in mid-May. DB and VL confirmed their availability to attend the CQC event to represent the PPG.

9. AGM date.

DB reminded all present that the PPG constitution requires an AGM in September when all present officers will stand down prior to possible re-selection.

10. AOB

Practice website PPG. area. 1) DB requested moving the minutes of the previous PPG meeting from the news to the PPG section. HC will action this move. 2) CS and SH had noticed an old form of wording still in use to describe the PPG on the Trescobeas website. All present agreed it needs updating. PPG will action it.

11. D of NM.

The practice team will offer dates for a further PPG meeting and AGM after the pending CQC inspection.