



Notes of the Annual General Meeting – Friday 15th September 2017

10 am – Pattern Hall

In Attendance: Sandra Francis (SF - Chair); June Godfrey (JG); Margaret Phillips (MP); Shirley Polmouter (SP); Lyn Whittington (LW); Ros Atkinson (RA); Amanda Jones (AJ); Jennie Barnes (JB); Yogi Chai-Rees (YCR); Mike Chipman (MC); John Biles (JB); Shirley Williams (SW); Alan Orme (AO); Bridget Sampson (BS - SAHC); Anita Howard (AH - note-taker – SAHC).

1: Apologies: Alistair James (AMJ); Chrissie Knight (CK); Jackie Bull (JB)

2: Guest Speaker – Hayley Burgoyne – SAHC Social Prescribing Facilitator

SF introduced Hayley who gave an informative talk “How Would Social Prescribing Help You?”.

Hayley explained that she has been in post since May 2016 and has been working with patients to find the right opportunities for them to improve their health and wellbeing with physical activity. Physical inactivity is costing the NHS £8billion per year.

Of the patients that have been involved with Social Prescribing at St Austell Healthcare, 66% have shown reduced weight and 94% felt an improvement in wellbeing. There has been shown to be a reduction in blood sugar control for diabetics, and some patients have even been able to reduce their diabetic medication. There has also been a reduction in appointments used, which has freed up clinician time.

Hayley finished her talk with a quote “We generate fears while we sit ... we overcome them by action”.

SF thanked Hayley for her time.

3: Chairman's Welcome and Annual Report

SF welcomed everyone to the meeting, and gave her annual report:

SF said that the year had gone by very fast. At last year's AGM the possibility of raising the funds to purchase a mobile bladder scanner for the practice was discussed, and we did indeed raise the money thanks to numerous letters and presentations and the generosity of many people! A presentation event to officially hand over the scanner and to thank the relevant groups for their generosity is planned. Fund raising will continue this year, but for smaller items of medical equipment this time!

The practice had a CQC inspection which the PPG took part in, and the practice did very well, with a GOOD rating. We also had the opportunity to talk to patients and explain the reason for the closure of Woodland Road.

SF expressed that we welcome opinions and suggestions from patients and we hope to spend more time gathering their views. We are however clear that the PPG is not an open arena for personal agendas or complaints, which should be raised through the usual channels. We share a common underlying purpose to receive, as patients, and provide, as a practice, the best health care outcomes possible with the resources available.

SF thanked the GPs with special thanks to Alistair, who attends our meetings and updates us, Bridget for always helping and advising us on what is being planned for the practice and Anita, for the agendas and notes.

A PPG is only as good as its members and SF took the opportunity to thank all of the members for their hard work and dedication throughout this year. As a PPG we work in partnership with our practice, which is essential to and results in high quality and responsive care.

4: Treasurer's Annual Report

As CK is away there was no full report, and this will be at the next meeting. SF reported that they are still trying to change the signatories on the bank account. There is currently about £200 in the bank account.

5: Appointment of Officers

SP gave a vote of thanks to SF for all her hard work as Chair, and proposed that she remain as Chair. This was unanimously agreed.

SP & AJ were agreed to continue as vice-chairs.

CK was agreed to continue as treasurer.

AH was agreed to continue as secretary.

SF was pleased to see some new faces present at the meeting – everyone present was happy to be a member. New members to sign confidentiality forms.

6: PPG Lead News

SF reported that a lady has expressed an interest in attending the PPG but is unable to attend day time meetings. SF explained to the meeting that this had been raised in the past and the meeting times were changed then, but no extra people attended. After some discussion it was decided to remain as we are at present as it is difficult to suit everyone all the time.

BS suggested that perhaps a young person's PPG could be arranged – possibly quarterly on a Saturday morning if there was any interest. To look at further and possibly advertise to see if there is any interest.

7: Executive Partner Report

BS introduced herself and gave a report on the structure and history of St Austell Healthcare so far.

SAH has 12 GP partners plus BS and Paul Hughes who are about to become partners. BS is a Pharmacist, but is purely management in her current role with SAH.

Polkyth Surgery collapsed in 2014 and at that time the other 3 practices ran Polkyth jointly for a year, which protected the future for St Austell patients. The other 3 practices would likely have fallen over as well, especially with all of the Polkyth patients haemorrhaging into them.

In 2015 the practices formally merged, and BS joined initially for the merger. This created one practice with 32000 patients.

This created challenges – with phones, and access, along with a national problem with GP shortages, as well as communication (the cost of sending letters to every single patient is prohibitive), as well as the demands of 32000 patients.

We still do not have everything right are continuing to change and learn. We are the only practice in Cornwall open from 8 am to 8 pm Monday to Friday. The GP partnership is stable, with the oldest partner being only 47.

Current plans are to embed the new appointment system; to try an online consultation pilot; improve the phones; employ more receptionists, and to grow the social prescribing service. As well as this we are hoping to extend the Ophthalmology service (one of our Partners, Dr Brenton, is an Ophthalmology specialist). We are also employing Nurse Practitioners due to a national lack of GPs.

BS expressed thanks to the PPG for all their help, support and constructive challenges – with special thanks to SF for her continuing support and hard work.

BS then asked the meeting if the PPG would be able to help with a patients-eye view of the signage at Wheal Northey and how it could possibly be improved. The PPG members will look at this when they are helping out at the flu clinics in coming weeks.

There followed some discussion about the phones. BS mentioned that the phone calls are still very high in volume. It was suggested that the announcement of what number in the queue the caller is can be off-putting and result in people hanging up as they are not aware that although they may be 12th in the queue, there are 10 people answering calls, so in fact it should not be a long wait. It was therefore suggested that this be removed from the phone message.

SP suggested that as some patients do not like giving personal information to receptionists over the phone, perhaps a different title would help, perhaps for example health navigators? SF felt that some patients do not realise that the questions receptionists ask are to direct patients appropriately. AO suggested that this is down to needing to educate the patients –

if the reasons for the questions were explained they would be happier. There was some discussion with regard to privacy at reception desks as well.

8: PPG Events/Fundraising

- Members volunteered to help at the upcoming Flu clinics to help signpost patients, and to run the raffle.
- SP has a craft fayre on the 21st October where the PPG will be selling handmade cards. Volunteers were organised for this.
- The PPG has been invited to have a stall/table at the Cuddra WI Christmas Fayre, on Saturday the 25th of November. We are their chosen charity of the year, and SF expressed how lovely it is to have their support.

9: Terms of Reference

It has come to light that the alteration to the terms of reference was not worded appropriately. This will be subject to review over the next few months.

10: Any Other Business

- RA was recently invited to speak at a Diabetic Group meeting regarding the PPG. She invited people to tell her what they thought of the practice which was reassuring in the main, though with some mention of issues with parking and prescription delays along with positive comments regarding SAH staff. She has been asked to go and speak to another group, hopefully along with Hayley Burgoyne as well.

JB felt that RA had some competition during her talk and that people used it as an opportunity to vent frustration. He mentioned that only once had he been unable to park at Wheal Northey, and this was echoed by other members of the meeting.

This led onto discussion about the PPG visiting local groups. BS has gone to some church women's groups and after her talk handed out stickies to attendees to write one thing that worked well, and one thing that required improvement, which was very useful for feedback. AJ felt that the PPG members would need structure to help their confidence in what they might say. SAH would be able to give resources such as banners and print outs to any of the PPG members who might be invited to speak at a group.

- LW asked if there was any news regarding a table at the Co-Op at West Hill. It was decided to re-visit this in the new year.
- The dates of the meetings for the coming year are to be arranged, next two meetings:

20th October 2017

17th November 2017 (*short meeting with lunch afterwards*)

(*No meeting December*)

SF thanked everyone for attending and closed the meeting.

