

**MINUTES OF ST AUSTELL HEALTHCARE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD ON
FRIDAY 20TH MAY 2016 AT THE PATTERN HALL**

PRESENT:	Sandra Francis	Chairman PPG
	Bridget Sampson	Executive Manager STAH
	Dr Colin Robinson	GP - STAH
	Shirley Polmounter	Vice-Chairman PPG
	Sharon Sisson	Vice-Chairman PPG
	Sue Osbrink	Secretary PPG
	Amanda Jones	Member PPG
	Ros Atkinson	Member PPG
	Margaret Phillips	Member PPG
	June Godfrey	Member PPG
	Sally Potter	Member PPG
	Lynn Whittington	Member PPG

1 APOLOGIES

Jenny Curtis
Dave Curtis

2 MINUTES OF THE LAST MEETING

Matters Arising:

- (a) DNA's are still a problem. Individuals will be contacted in writing in a positive manner and be asked to provide their mobile number on a tear off slip to return to the surgery;
- (b) The new website is excellent but Shirley pointed out that that the font colour is still blue and hard to read.

3 EXECUTIVE MANAGER/GP INPUT

Bridget explained about the new website; patients will be encouraged to register which will reduce the pressure on the phones. There are two online appointments available daily from 8.00am for every surgery – the number of appointments available by this method will increase with demand. Nurse appointments cannot be booked online due to the complexity of the appointment system.

Bridget handed out a draft Practice Leaflet; this leaflet will not be commercially produced for economic reasons; a few copies will be printed in-house for each site, re-stocked when necessary and will be available on the website.

BBC Spotlight visited Wheal Northey and will be shown on the programme in the next week. The new Macular Degeneration Clinic will mean a better service for patients and reduce their cost of travel. A Glaucoma Clinic will also be set up two days per week.

The phone system is working much better and the average waiting time is down to 3 – 5 minutes. The new routine appointment system is working well.

The Twitter account has been disabled.

Customer Service Training is ongoing.

Dr Robinson explained the difference between routine and on-the-day appointments. There is currently a lot of work going on with regard to monitoring and reviewing chronic diseases with regard to appointments. Options on how to improve the service are being considered.

Shirley raised a problem – patients who have an appointment and are asked by the doctor to come again in two weeks – the doctor cannot book in that appointment.

Dr Robinson commented on the lack of male presence in the PPG group.

He also explained that he was keen to utilise untapped resources in the community and have a bank of volunteer drivers to ferry patients to and from the surgeries.

4 UPDATE/NEWS – PPG LEAD

Sandra explained that she had been invited to an Executive Meeting of Healthwatch to hear the results of their recent survey. The report of the findings has not yet been finalised.

Shirley explained that Healthwatch is a totally unbiased organisation – they carry out surveys etc entirely on their own so as not to be seen biased towards any other organisation. It was generally agreed though that the PPG should have been notified that the survey was going to take place.

Bridget stated that the way the questions were put would influence/skew the answers – patients should have been asked for their views, not just their concerns. Shirley stated that there had been no negative comments regarding actual treatment that patients had received.

Dr Robinson stated that it was easy to underestimate the scale of the undertaking (merger); he had visited other large surgeries and came across the same access problems.

Bridget was concerned that demand was outstripping capacity and asked if the PPG could help.

ACTION: Sandra will invite Debbie Pritchard to a PPG meeting in the autumn.

5 TREASURER'S REPORT

Jenny is away on holiday but reported to Sandra that a bank account had now been set up in the correct name. Jenny was thanked in her absence for a job well done.

6 PPG Events

We need to raise a lot more money for the bladder scanner and sponsorship was discussed at length. Various organisations were suggested to approach.

Action Point 2: Shirley will email Sandra with details of bi-annual grants of up to £5,000.

Fire Station Open Day: Helpers are needed to man the PPG stand from 10:00am until 2.00pm. We will have stickers to hand out to the children; banners will be available for collection the day before from Wheal Northey.

Flu Clinic: The clinic will be spread over several days and sites as follows:-

Wednesday 21.09.16: WN

Wednesday 28.09.16: Foxhole

Thursday 22.09.16: WR

Saturday 01.10.16: Hub

Friday 23.09.16: Park

Tuesday 04.10.16: WR (2.00pm to 8.00pm)

Saturday 24.09.16: Hub

Tuesday 18.10.16: WR (2.00pm to 8.00pm)

The sites will be closed for routine appointments. School age children will be done by a separate service that covers the whole of Cornwall.

Ros volunteered to find out if we needed a licence for the raffle and whether we needed printed tickets.

Meet and Greet: Coffee Mornings will be held at Wheal Northey – all patients will be invited to attend; this will be announced on the website. It will be an opportunity to explain Summary Care Records to the patients. It was decided to hold two events on 2nd and 16th July from 10.00 to 12.00pm and a further two events to take place in the autumn.

ACTION POINT 3: All to email Sandra with their availability.

Locality Meetings: Sandra explained that PPG Chairs were invited to these monthly meetings which had recently become bi-monthly and asked if anyone else would be interested in attending instead of herself. They are held on the last Thursday of the month – 30th June at the Merlin Centre and thereafter at Sedgmoor. They are business meetings but lay people are encouraged to attend. Sandra will attend until the end of the year and then will then hand over to another PPG member.

6 CORRESPONDENCE

No correspondence.

9 ANY OTHER BUSINESS

The AGM will be held in September.

10 NEXT MEETING

Friday 17th June 2016 10:00 at The Pattern Hall.