

**MINUTES OF ST AUSTELL HEALTHCARE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD ON
FRIDAY 15 JULY 2016 AT THE PATTERN HALL**

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| Present: | Sandra Francis | Chairman PPG |
| | Bridget Sampson | Executive Manager STAH |
| | Julie Arrowsmith | Matron of Planned Care |
| | Shirley Polmounter | Vice-Chairman PPG |
| | Sharon Sisson | Vice-Chairman PPG |
| | Amanda Jones | Member PPG |
| | Sally Potter | Member PPG |
| | Dave Curtis | Member PPG |
| | Lynn Whittington | Member PPG |
| | Margaret Phillips | Member PPG |

1 APOLOGIES

Sue Osbrink
Ros Atkinson
Jenny Curtis
Dr C Robinson

Sandra introduced Julie Arrowsmith and welcomed her to the meeting.

2 MINUTES OF THE LAST MEETING

Matters Arising: Members said what a good job Hayley Burgoyne was doing especially with the new gentle exercise classes. Thursday 14th July saw the start of the training event at Eden for walking.

Members then agreed that the minutes were a true and accurate record of the last meeting.

3 EXECUTIVE MANAGER INPUT

The number of patients changed in the past year but only by 400 approximately. There were deductions for death, moving elsewhere in the county, taking up residence in another country etc. The new registrations roughly equalled the departures.

The Flu Clinics will be taking bookings as from 1 August 2016.

Dr Hereward is retiring at the end of July and anyone wanting to wish him well in the future will be able to do so on Friday 29 July at Wheal Northey from 2 – 4pm. Dr Fiona Hickey will be his replacement.

A Summer Newsletter has been released and is available now in surgeries and online. There will be 4 issues a year.

Improvements to the telephone system will take place in September.

It is hoped to use the Foxhole Surgery more as Woodland Road is still only seeing patients 3 days a week for doctors appointments.

Hearing aid batteries are available from Wheal Northey. Not enough patients realise this.

There is a problem with some patients having wounds that are not healing properly and it is hoped to set up sessions at Wheal Northey for the house bound. They are looking at setting up dedicated clinics for the re-structuring of dressing wounds. It was requested that perhaps the PPG could help with these and distribute refreshments. Hayley to set up support group.

Bridget said that the problems with the waiting times for the telephones is much better and staff morale has improved.

JULIE ARROWSMITH

Two nurses will be retiring in the next three months.

At the moment there are about 30 requests a day for home visits and it is often the case that it is not necessary for a doctor to attend as a health visitor, nurse etc would be more appropriate. Some patients take exception to receptionists asking questions on the telephone but this is necessary for them to be able to allocate the best person to visit. Some receptionists are getting worried about giving their names as at times these have been printed in the press and/or on the internet.

Patients being discharged from hospital, especially the elderly, are being targeted for more direct contact from the surgeries. A system is being trialled at the present time.

Work is being done to improve the diabetics clinics. Generally it was explained how difficult it would be to make doctor/nurse appointments for 3 months in advance.

4 TREASURER'S REPORT

Nothing new to report. Balance is the same as last month.

5 PPG EVENTS

Help from the PPG would be appreciated on the days of the flu clinics both with selling raffle tickets and requesting that patients expose their arms ready for an injection as this will save time.

6 FUND RAISING

Sandra has inherited a very large number of greeting cards which need completion, envelopes and cellophane coverings. Members thought selling these would be an excellent idea and the money raised would go towards a new bladder scanner. Costings will be sought and reported back to the PPG.

7 CORRESPONDENCE

A letter of resignation was received from Patricia Petty.

8 ANY OTHER BUSINESS

None.

9 DATE OF NEXT MEETING

Friday 19 August 2016 in Pattern Hall at 10 am.