

**MINUTES OF ST AUSTELL HEALTHCARE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD ON  
FRIDAY 19<sup>TH</sup> AUGUST 2016 AT THE PATTERN HALL**

|                 |                    |                   |
|-----------------|--------------------|-------------------|
| <b>PRESENT:</b> | Sandra Francis     | Chairman PPG      |
|                 | Dr Colin Robinson  | GP - STAH         |
|                 | Shirley Polmounter | Vice-Chairman PPG |
|                 | Sue Osbrink        | Secretary PPG     |
|                 | Amanda Jones       | Member PPG        |
|                 | Ros Atkinson       | Member PPG        |
|                 | Margaret Phillips  | Member PPG        |
|                 | Lynn Whittington   | Member PPG        |
|                 | Jenny Curtis       | Member PPG        |
|                 | Dave Curtis        | Member PPG        |
|                 | Anna Parsons       | Student Nurse     |

**1 APOLOGIES**

Bridget Sampson

**2 MINUTES OF THE LAST MEETING**

Approved.

**3 UPDATE/NEWS – PPG LEAD**

Sandra informed the group that two members had resigned – Sharon Sisson and Sally Potter.

**4 ANNUAL GENERAL MEETING**

The AGM for the PPG will take place on Friday 16<sup>th</sup> September 2016 prior to the regular meeting. Arrangements were discussed at length resulting in the following being proposed and agreed:

- To be held in the Pattern Hall commencing at 10:00am open to anyone to attend (patients and staff);
- Amanda to take on the role of Facilitator during the AGM part of the meeting;
- Notice of the meeting to be posted on the STAH website, on Twitter, in the individual sites and in the local press;
- Officers will be appointed individually – Chairman, Vice-Chairman, Secretary and Treasurer;
- Additional committee members will be appointed en masse prior to their being advised of the Terms of Reference (Sue to do);
- Dave will design a poster for the sites.

**5 FLU CLINICS**

The role of the PPG in the flu clinics was discussed; the PPG will help by asking patients to remove their outer clothing on the way in and will be offered raffle tickets on the way out. There will only be three minutes between each patient. Ideally two PPG members are required for each morning and afternoon session – a schedule of availability was passed around and Sandra will consolidate the list and fill in where necessary.

Everyone was asked to bring raffle prizes to the AGM; it may not be possible to display all the prizes but it was agreed that this is acceptable.

## **6 GP INPUT**

Dr Robinson outlined plans for The Hub which will mean a REVISED way of working from 5<sup>th</sup> September. It was thought that the present system of having four doctors available at the site was no longer viable; therefore the number of nurse appointments will be increased; appointments will be immediately available as nurse appointments will no longer require triage. A floating GP will always be on site for back-up. The new procedure will result in patients being offered a same day appointment without the need for triage. The nurses have received additional training and will refer patients to the doctor where appropriate.

Also currently under consideration for The Hub is to allocate 8am to 10am each morning for on-the-day appointments without the need for triage. Receptionists will be fully aware of the criteria for offering direct appointments.

It is hoped that the above initiatives will improve the effectiveness and efficiency of The Hub.

Finally he reported on a visit from an eminent NHS Public Health Doctor (the brains behind many of the NHS screening programmes); he was complimentary about the way the practice was working, eg Hayley's Social Prescribing.

## **7 CARD MAKING**

There was a discussion about the making of the cards and how they could be used for fundraising. It was agreed that the Hall was an appropriate venue for making up the cards as it had enough space and tables. Amanda agreed to design the sticky labels which would seal the cellophane wrappers and will obtain prices. A date will be set for an initial card making session after the flu clinics have taken place, probably between 5pm and 7pm when some of the staff will also be available. Pritt sticks and envelopes have been purchased.

## **8 ANY OTHER BUSINESS**

Sandra will invite Debbie Pritchard to a future meeting to explain her role at Healthwatch.

Shirley expressed her concern at the number of appointments necessary for some NHS procedures and the difficulty in some cases of choosing where to have certain procedures if the initial request did not originate from the GP practice. This will be discussed with Bridget and be on the next agenda.

Sue suggested a meal out for everyone before Christmas and will enquire about the availability of The Pier House on Friday 2<sup>nd</sup> December. If it is decided to go ahead the November meeting would be postponed until that date followed by the Christmas lunch.

## **9 NEXT MEETING**

The next meeting will include the AGM and will be held on Friday 16<sup>th</sup> September commencing at 10:00am.