

MINUTES OF ST AUSTELL HEALTHCARE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD ON FRIDAY 17TH FEBRUARY 2017 at PATTERN HALL CHARLESTOWN.

PRESENT:	Sandra Francis	Chairman PPG
	Caroline Trays	St Austell Healthcare (SAH)
	Margaret Phillips	Member PPG
	Dave Curtis	Member PPG
	Ros Atkinson	Member PPG
	Shirley Polmounter	Member PPG
	Jenny Curtis	Treasurer PPG
	Paul Martin	Member PPG
	Lyn Whittington	Member PPG
	Bridget Sampson	SAH Managing Partner

1: Welcome: Sandra welcomed new member to the PPG, Mr Paul Martin.

2: Apologies: Amanda Jones and June Godfrey

3: Executive Manager Up Date: Bridget updated us on the latest SAH activity

Like most practices we are struggling to keep up with demand for appointments – no restriction on appropriate urgent consultations but routine appointments sometime insufficient
There is a working group within the surgery looking at the appointment situation; this is being led by Dr McClure and Dr Robinson. Do all patients need a face to face consultation? Could some of the patients have a telephone consultation? Could all requests for routine appointments be triaged as this may help with the continuity of care.
Hub is working well, has the right amount of clinical staff.
The practice is still experiencing a large number of DNAs. This was discussed and options suggested trying to reduce them including letters or welfare calls.

The social prescribing launch at the Eden project was a big success. There were approximately 150 invited guests with 70 being GPs. Dr Smith welcomed everyone and introduced Hayley Burgoyne to the assembled guests. Hayley explained social prescribing and how well it has been accepted by the patients of SAH, and the benefits it has brought to the patients.

Wheal Northey have been holding Saturday clinics since the being of January to help with the “Winter Pressures”, and helping to keep patients out of hospital whenever possible. The CCG are also funding a trial visiting service, Lizzie Wheatcroft ANP is visiting patients as early as possible each morning, so if they need to be admitted, or need Packages of care or any social services input it is easier to arrange earlier in the day then late afternoon. It also means that the GPs are able to do less visits 1-2 rather than 4-5, and being able to spend more time with the patients. This is funded until the end of March. Lizzie is supported by an ECP who is working a few sessions a week until the end of March.

Bridget went on to explain about the new “Integrated Hub” pilot. SAH will be having a band 6 community nurse seconded to us from the community team to triage all visit requests and discharges, to see who and what services the patients are receiving from different agencies and to try and cut down on too many specialities going out and duplicating work, when one visit from one agency will be sufficient. Clinical Leadership is from Dr Gray.

4: Update/News/Speakers-PPG:

Sandra informed the PPG on grants received recently for the Bladder Scanner:

- The Town Council has donated £1000
- Three of Cornwall Councillors each donated £200 out of their own budgets towards the scanner
- Donations from 2 Masonic Lodges

While Sandra was attending the Social Prescribing launch at Eden she meet a patient who was interested in joining the PPG, who works at St Austell Brewery, after discussing what the PPG do and what they were raising money for the lady suggested that the Brewery may be able to donate the last bit of money to enable the PPG to purchase the scanner. Sandra will follow that up. Sandra suggested that all who had donated money should be invited to the presentation of the Scanner to the surgery.

There was discussion regarding the make and model of scanner needed and the issue of VAT

The PPG has supported the practice by making greeting cards for sale at each site. It was also suggested that a stall at forthcoming events might be possible to raise more money.

Sandra wrote to Sam Gillick from Health Watch to invite him to a PPG meeting in April, but due to staff shortages, Sam was unable to commit to coming to the meeting. Debbie Marshall has been invited to speak to the PPG in March regarding complaints and the nature of the complaints SAH receive, Debbie has been invited to speak in the first hour of the meeting 10am-11am.

5: Treasurer's Report:

Jenny advised that due to a forthcoming operation she and Dave needed to send apologies for the next two meetings

The balance of monies in the SAH PPG are £5143.22, Jenny suggested leaving £143 in the account. Jenny has offered to approach IMERYS when the next fund raising campaign begins.

Bridget thanked the members also on behalf of SAH for their sterling work and support during the flu clinics. Sandra to take responsibility for banking in Jenny's absence.

6: Fund raising:

Ideas for the coming years fund raising were discussed; Sandra has a supply of small frames which could be made into pictures for sale at any events over the summer.

7: AOB:

There was brief discussion on closure of hospital beds but this wasn't considered to be relevant to this group.

BS agreed to check where the money 'thermometer' poster is as it is not on display.

Bs mentioned '*you said, we listened, we did*' notice board at each site which the PPG thought was a good idea.

Bridget mentioned that we were now registered with CQC and to expect a visit in the near future, CQC will give us 2 weeks' notice before they visit.

Bridget also asked if the PPG would be a presence in the waiting rooms of each of the branches maybe 2-3 times a year, to support staff training and interact with patients. A short survey could be used with patients example questions might be.....

Were you treated with respect and dignity?

What was particularly good about your visit today?

Dr James will be attending the next PPG meeting.

Sandra apologised for not reading the minutes from the last meeting but they were agreed to be a accurate record and all matters arising had been addressed.

PPG wished Jenny all the best for her operation.

Next meeting Friday 17th March 10am Charlestown Pattern Hall.