



Notes of the Meeting – Friday 20th October 2017

10 am – Pattern Hall

In Attendance: Sandra Francis (SF - Chair); June Godfrey (JG); Margaret Phillips (MP); Lyn Whittington (LW); Ros Atkinson (RA); Amanda Jones (AJ); Jennie Barnes (JB); Mike Chipman (MC); John Biles (JoB); Alan Orme (AO); Trevor Lennon (TL); Chrissie Knight (CK); Crystal Peace (CP); Jackie Bull (JB); Bridget Sampson (BS - SAHC); Anita Howard (AH - note-taker – SAHC).

1: Apologies: Dr A James ; Shirley Williams; Shirley Polmounter; Yogi Rees.

2: Notes of the last meeting:

- SF is still waiting to hear from someone regarding the terms of reference. This will now be deferred until after Christmas.
- Dates for hire of hall for next year not yet confirmed – members will be informed when this is confirmed.
- All present agreed with the contents of the notes.

3: Treasurers Report:

CK reported on the bank balance:

Starting balance:	£193.22	
Paid In:	£301.00	(£200 Cuddra WI; £25 Appletree Social Club; £76 card sales)
Balance:	£494.22	

There is £865 to be paid in from the raffle so far, with a further flu clinic this week and a stall at Charlestown Charity Fayre this week.

4: Executive Manager Update:

BS did not have an update due to just returning from leave. She thanked everyone for their hard work at the flu clinics, both for the raffle and crowd control, and asked if anyone had any questions.

JB asked if there was any update on staff car parking at Wheal Northey. This is still ongoing, negotiations are continuing regarding renting some land behind Wheal Northey.

JoB asked if all the doctors at the practice are full time. BS responded that there are 12 partners, 8 of which are full time, with 4 part time. We also have salaried GPs who are full

time, and part time retained GPs . There is the possibility of a new doctor joining us in December. We are struggling to recruit which is a national problem – BS reported that 50% of GP practices in the country need GPs, with between 10 and 20% with no GPs at all.

We have recruited a second pharmacist, ANPs (Advanced Nurse Practitioners) and an ECP (Emergency Care Practitioner / Paramedic), as well as introducing the new triage system for appointments, with a Doctor of the patients choice. This means that some things are being dealt with on the phone, leaving GP appointments for those who really need them. It has reduced the DNA rate. For acute (on the day) appointments we have Nurses, Nurse Practitioners and an ECP who can see minor ailments. The Doctors are then free for more complex cases. This led on to a discussion about the need to educate patients that although they may be seeing a minor ailment nurse, the nurse would go and get a GP if needed.

AO commented on a recent experience he had when trying to get through to the practice by phone. JB also felt that the repeating messages whilst waiting for a call to be answered are annoying to callers, and that the music is miserable! TL commented that the SAHC website is dreadful – very confusing with bad wording, and difficult to find the correct clinician to book an online appointment. He felt that a better and more accessible website would lead to less phone calls – improving access to the phones for those patients who do not use the internet. BS welcomed this feedback and asked that the PPG members go onto the website as well as use the phones in order to feedback problems to the next meeting. The next meeting will then concentrate on feedback and suggestions regarding the phone system and the website.

BS thanked the members for a very helpful discussion.

5: Chair Update:

- SF reported that she has recent met with a fellow PPG chair from Newquay who have just started. She also recently visited Frome practice (the top practice in the Country last year); this was interesting to see how they work, and that they have the same problems that St Austell Healthcare do. She also attended the recent locality meeting.
- There was a negative article in the Cornish Guardian last week. SF usually ignores this but felt she could not ignore this so wrote a letter – which has not yet been published. There followed a discussion about negativity in the press and social media. BS explained that unfortunately we are unable to respond to any allegations from patients due to confidentiality. Once the flu clinics are over the PPG will work on an audit/chat to patients in an effort to improve positivity.
- SF reported that there was a lot of positive feedback at the flu clinics – with a small degree of negativity from just one person regarding the bladder scanner – she reiterated that the GPs do NOT get paid for doing the bladder scans, the benefit is to the patients who will not need to travel to hospital for this.
- SF has responded to the lady who would like to join the PPG but was unable to attend the meeting days. SF explained to her that the meetings days and times were changed once before but it unfortunately made no difference to the people

attending the meetings. Therefore the consensus was to keep the meeting days as they are. SF has received no response so far.

- SF thanked all the members for their help with the flu clinics.

6: Fundraising:

- One flu clinic to go, along with the charity fayre at Charlestown. PPG members kindly volunteered to man these.
- Cuddra WI Christmas Fayre which is on Saturday 25th November.

7: Bladder Scanner Presentation:

The presentation is on Thursday 2nd November, 6pm, at the Hub. Town councillors and members of the local lodges who donated have been invited to attend.

8: Any Other Business:

- The next meeting will be on 17th November, which will be a short meeting followed by lunch at the Carlyon Bay Golf Club. Any members wishing to attend for the lunch please let Sandra know as soon as possible.

Next Meeting: Friday 17th November (and Christmas lunch as above)