

**MINUTES FROM ST AUSTELL HEALTHCARE PATIENT PARTICIPATION GROUP (PPG)
MEETING HELD ON FRIDAY 21ST APRIL AT PATTERN HALL CHARLESTOWN.**

PRESENT: Sandra Francis	Chair PPG
Paul Martin	Member PPG
Shirley Polmounter	Member PPG
June Godfrey	Member PPG
Amanda Jones	Member PPG
Dave Curtis	Member PPG
Jenny Curtis	Member PPG
Margaret Phillips	Member PPG
Lyn Whittington	Member PPG
Dr Alistair James	GP Partner SAH
Bridget Sampson	Managing Partner SAH
Deborah Marshall	HR Manager SAH
Caroline Trays	SAH

1: Apologies:

Ros Atkinson
Chrissie Knight

2. Guest Speaker:

Debbie Marshall HR Manager SAH:

Debbie delivered a presentation to the members of the PPG on complaints SAH have received. An ammonised spreadsheet was handed out to the members of the PPG listing the types of complaints received. Debbie explained the criteria for complaints and explained that the majority of complaints were around the time it took for the telephones at the Hub to be answered, and the lack of appointments across all sites.

There was a large discussion among the people present about the complaints and some members of the PPG highlighted some of the problems which had been brought to their attention.

- **SP-** A paient had seen a partner and couldn't get a review apt with the same GP for over a week, could the patient have been seen at the hub?. The patient had been asked to see a GP to get the ok to go back to work by her employer.
- **DM-**The Hub is for "**URGENT**" on the day medical problems and the GPs wouldn't put a return to work certificate at the same level of priority as a medical emergency.
- **AJ-** Are some of the complaints being duplicated by the same people?
- **AJ-**Is there anything the surgery can do about serial complainers
- **DM-**The GP can request the patient is removed from the practice list after all avenues to rectify the situation have been exhausted and the GP feels that the Doctor/Patient relationship has been broken down irretrievably.

Most patients are happy with the service, and the practice is continually striving to improve the service.

- **PM-** have we reached saturation point?
- **DM-** Yes we need to recruit more GPS
- **SF-**There is a national shortage of GPs

- **JC**-Commented that it was good to see the quantity of complaints reducing over the last 12 months. 130 complaints this year compared to 163 last year, and that she had never had a problem with any of the receptionist or found their attitude to be anything less than pleasant.
- **SF**- One of the comments she has received while out at the site from patients is “We respect the staff, so why don’t they respect us”?
- **AJ**-Has been appalled by the treatment of staff by some of the patients
- **DM**- Receptionists are frustrated by not being able to give patients what they want due to the nature of the surgery.
- **JC**-Commented that patient in the Bristol area have to wait for up to 4 week for an appointment to see a GP.
- **DC**- Are DNAs still high, do we have any information on serial DNAs. Patients wouldn’t miss an appointment if they paid for it. NHS dentists charge.
- **JC**-Suggested the PPG doing a letter for patients who had DNAed, similar to what they had done for Polkyth surgery.
- **PM**-Queried why are prescriptions issued on a monthly basis, as if patients had 2 or more months’ worth of medication surely it would be less administration time for the prescription clerks and the GPs.
- **JC**-Wanted to let all the PPG know that she had a good experience from SAH while staying in Dorset, She emailed a request for some medication, the GP rang and spoke to her and then issued a prescription which was faxed to the pharmacy in Dorset.

Sandra thanked Debbie for her presentation to the PPG and commented that it was good to see that the complaints were dropping and that they were all of a similar nature.

3: Minutes of the last meeting:

Minutes passed as correct, and all members of PPG happy for their names to go on the minutes to be published on the website.

4: Update Executive Manager and Dr James:

Dr James announced that SAH had got approval from NHS England to shut Woodland Road from the beginning of May

All staff, clinical and admin will be working out of Wheal Northey.

All staff apart from Doctors will make alternative arrangements for parking to free up spaces for patients.

There will be provisions made for W/R pts unable to get to W/N to be seen routinely at the Hub. The W/R survey raised parking as the main issue; the majority of patients accepted the closure. The clinical team were going to be the same, it was just the building which was closing, not the closure of the Woodland Road practice.

BS- informed the PPG that there were fewer than 500 responses from all the Woodland Road patients to the survey.

Half of these accepted the closure, and a few patients have a physical problem in getting to W/N. The car parking at W/N was mentioned.

During the drop in session at W/R only 11 people attended.

Notices are up at W/R to announce the closure, the information is going on the SAH website, and there will be a media release to the local papers on the 20.4.17.

BS has written to the town council and local MPs to try and get the information out into the wider public domain.

JC suggested maybe we could announce it on the local radio.

BS also commented that we have 4 new clinical rooms at W/N ready for the transfer. The last clinical day is the 25th April, and the QOF team had already moved to the top fall of Wheal Northey.

SP asked what was going to happen to the Woodland Road building **BS** informed the PPG that the building would be put up for sale.

There was then a quick discussion over how long the building had housed a GP surgery.

BS Thanked the PPG for all their support over the recent weeks with the closure of Woodland Road and the time they gave to attend the question and answer sessions at Woodland Road.

SF-The PPG didn't go to the last session as there was a lack of patients attending the other open days

SF- Mentioned a couple of comments she received from the patients while at Woodland Road

- Why can you only book an appointment 5 days in advance

Why is there one central number? Why can't a patient phone their individual site?

Dr James answered the query from PM regarding medication: The PCT and Government advice is to prescribing a months' worth of medication. This will help with wastage; also the person who signs the prescription is ultimately responsible for that prescription. There can be safety issues with issuing a prescription which has been requested by a hospital consultant.

5: Treasures Report:

Balance £5943.22

7: Bladder Scanner

JC- Jenny has spent a lot of time on researching the Bladder Scanners, the options available and the costs. She found a small family run company in Scotland who would give the PPG a good discount and seemed to be the best company she had spoken to. There was then a lengthy discussion about what type SAH would need, and who should supply it, and there was the possibility of SAH holding some Urology clinics in the future, so before buying the scanner it was suggested that we should check what type the Urology Consultants use before committing the PPG to buying something which would not necessarily be the best piece of equipment to purchase and would be not used to its full potential.

JC was concerned that if we don't purchase something soon then we may lose the money allocated to us from the council as it apparently needs to be used within 6 months of the initial donation. **SP** suggested that it would be a good idea to send a curtesy letter to the council. Jenny is happy to do all the negotiation with firms once it is confirmed which type of bladder scanner is required. **BS** said that SAH would fund any difference in the cost of the scanner and the amount raised by the PPG. **DC** to email the info to Bridget who will pass on to the GPS

8: CQC

BS informed the group that SAH were too have a CQC visit on the 25th, 26th and 27th April, they will visit all sites except Woodland Road as all clinical services cease on the 25th April with the site closing on the 28th April. CQC have been made aware of the closure of Woodland Road. **JC** asked if any PPG members were needed to attend, but it had been decided that SF will speak to the CQC on behalf of the PPG.

9: AOB

SF had received a confusing email from a Physio Mike Penny, and was unsure as to what he was offering; the email had been forwarded on by Jonathan Childs. **SF** had replied email but has yet not received a response.

SF Suggested asking Hayley back for an update on the social prescribing. It was agreed to invite Hayley to a meeting.

SF Fundraising to be discussed at the next meeting.

10: Date of next meeting

Friday 19th May.

Sandra thanked everyone for attending the meeting