



## Notes of the Meeting – Friday 21<sup>st</sup> July 2017

### 10 am – Pattern Hall

**In Attendance:** Sandra Francis (SF - Chair); June Godfrey (JG); Chrissie Knight (CK); Margaret Phillips (MP); Shirley Polmounter (SP); Lyn Whittington (LW); Ros Atkinson (RA); Amanda Jones (AJ); Jackie Bull (JB); Bridget Sampson (BS - SAHC); Jo Sampson (JS - SAHC); Karen Clarke (KC – SAHC); Anita Howard (AH - note-taker – SAHC).

**1: Apologies:** Alistair James (AMJ) is on leave.

**2: Minutes of the Last Meeting:** These were agreed.

**3: Membership:** SF reminded all present that some issues dealt with at the PPG are confidential and should not be discussed outside of the meetings. SF expressed her wish that no one should be afraid to speak up in the meetings.

**4: Executive Manager Update & CQC:**

- **CQC:** BS reported that the final CQC report has been received and can be viewed on the St Austell Healthcare Website or on the CQC website. The overall rating was good with some outstanding elements. All in all it was a positive report and visit. There was one area that required improvement, which was being responsive to patient's needs – we are already aware that the phones and appointment access require improvement and this has led on to the new appointment system which has been bought in this week. SB asked if a press release would be going out regarding this but it was felt that the press would focus on the one negative aspect of it rather than the positives.
- **Appointments:** The new appointment system will not change the “same day” appointments – these will stay the same. There have been lot of missed appointments, inappropriate appointments and lack of continuity so introducing the new waiting list system for routine appointments will improve all of this. BS explained how the system will work – with reception staff putting patients on a “waiting list”- the GP can then go through this list and phone patients, or book as appropriate. This has enabled the Doctors to prioritise, there have been no DNAs

and patients have been happy. Early indications are good and hopefully it will soon improve the phone situation.

- **New Staff:** BS explained that we have appointed 3 new Advanced Nurse Practitioners who can see virtually the same patients as a GP. We also have Kate Hosken, a second pharmacist, as well as minor illness nurses and another ECP. People have also been moving up through the organisation and therefore more receptionists are being employed to backfill these posts.
- **Parking:** BS explained that there is space available behind Wheal Northey which is being cleared to enable staff parking.
- **Locality Meeting:** BS attended a locality meeting yesterday and suggested that a representative of the PPG may attend these meetings as there are going to be changes to access for patients. There is likely to be money available next year for routine appointments at the weekends. It may be that practices will open longer hours or there might be central places around the county for patients to visit.

We have been asked if the PPG could ask patients what they would like. We believe there may be interest for routine appointments on Saturdays and urgent appointments on Sundays, but need feedback from our patients. SP asked how patients records would be available and BS explained that there are systems that share care, providing patients have consented to this. SF felt that in the past patients have been suspicious of shared care and thought that this could be added to information for patients. JB asked if this would dilute the existing GP service at all, but BS reassured that this would be extra to the existing service.

- **Saturday Opening:** Wheal Northey will be opening on Saturday mornings for 16 weeks from September to December. This will not be advertised but will have some routine appointments as well as appointments for out of hours to use, and to put any urgent cases in from the evening before. SP asked if this will help A&E at Trelliske - BS will be meeting with the CCG with feedback from the Saturday opening with regard to this.

**5: Jo Sampson & Karen Clarke Update:** KC spoke regarding the new appointment system – she mentioned that it will benefit patients. On line phone call slots will be available for a telephone call back at a scheduled time. SP asked what will happen when patients ring up and KC explained that the receptionist will ask a few questions and either the GP or receptionist will ring back within 5 days – either with an appointment, advice, or a prescription.

The next phase will be getting the information out to the patients and the plan is to have a resource/guide for patients. JS had prepared two information sheets – one regarding appointments and one regarding prescriptions. The information will also be available to patients online. CK felt that they may be too wordy with too much information on them for some patients, so perhaps a flow chart at the beginning may be a useful addition. LW suggested a smaller version of the printouts may be useful to be handed out at Flu Clinics by

the PPG. Further feedback was welcomed regarding the sheets, and also suggestions for a FAQ sheet for patients. PPG members were asked to feedback to SF who will pass this on.

**6: Bladder Scanner Update:** SF was delighted to announce that the bladder scanner has arrived! It is going to be homed at the Hub and staff will be trained over the next month. There will be a little reception arranged for publicity and thanks. It was suggested that a small engraved plaque could be arranged for the scanner.

This led on to discussion about any future fundraising. There will be fundraising at the flu clinics again this year and there are still cards being sold at the surgeries. SP is organising a fair at the end of October and she suggested that the PPG could have a stall there. JB knows of someone who would be keen to sell raffle tickets if needed. BS will ask doctors what items of equipment they would like fundraising for next, perhaps focussing on smaller and less expensive items. BS will speak to the Cornwall Spa regarding raffle prizes, and CK will speak to the Brewery.

**7: Surgery Visits:** It was suggested that some visits to surgeries could be planned for the Autumn once the flu clinics are finished. This would be regarding appointments, phones, confidentiality in reception areas, and to ensure we are meeting the needs of patients.

**8: Flu Clinics:** Flu clinic planning is underway. BS should be able to give a list of dates soon. The PPG members are happy to “crowd control” for the clinics and direct patients.

**9: AGM 15<sup>th</sup> September 2017:** SF announced that there will be no meeting in August for a summer break. The next meeting will be the AGM on 15<sup>th</sup> September.

**10: Any Other Business:**

**Terms of Reference:** SF proposed that there be a change to the PPG terms of reference – “The PPG may by a unanimous vote remove from the list of members the name of any Member whose conduct it considers likely to endanger the welfare of St Austell Healthcare (including the use of social media ). The individual shall have the right to be heard by the Chair of the PPG and a member of the Executive Team, he / she may be accompanied by a friend, before a final decision is made.

Application for the right to be heard must be made within 28 days of the notification. There is no appeal against the final decision.

This was agreed to be added by all present.

**Cuddra WI:** SF has received an email from the vice president of Cuddra WI – they are holding a cream tea afternoon to raise funds for the PPG on 8<sup>th</sup> August at 2pm at the Golf Club. This is open to anyone but would not be child friendly. There will also be a raffle. SF will be opening the event and will say a few words. Numbers are needed so members to let SF know if they would like to go (£10 per person). The WI have also sent £100 that they have already raised to the PPG.

**Treasurer:** The PPG are in need of a treasurer. CK volunteered to take this position. This was proposed by SP and seconded by AJ.

**New Members:** SF has a list of people who have expressed an interest in possibly joining the PPG. SF will email them and invite to the AGM if they are still interested. LW also knows someone who may be interested in joining.

**Promotion:** We now have a certificate from the National Association of PPGs; this will be copied in colour and displayed on noticeboards at the surgeries. SF and AH will meet to arrange notices to be displayed for promotion of the PPG.

**Next Meeting: 15<sup>th</sup> September – Annual General Meeting**