

**MINUTES OF ST AUSTELL HEALTHCARE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD ON
FRIDAY 21st OCTOBER 2016 AT THE PATTERN HALL**

PRESENT:	Sandra Francis	Chairman PPG
	Dr James McLure	GP - STAH
	Shirley Polmounter	Vice-Chairman PPG
	Caroline Trays	Site Manager - STAH
	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

1 HEALTHWATCH PRESENTATION

Sam Gillick and Jo Smith explained the background of Healthwatch and what they do – mainly to listen to people and identify serious concerns. They explained why they set up the survey allowing people to comment on STAH – both online and in outreach locations. They apologised for the lack of collaboration with STAH. Their report was published in June 2016 identifying two main concerns which were the phones and lack of appointments. Since then STAH has improved the phone service, started a social prescribing programme, held public engagements events and has generally improved the services for patients in many other ways.

They requested to work in collaboration with the PPG regularly in the future; it was decided to defer this decision until it had been discussed in a future meeting.

2 APOLOGIES

Bridget Sampson
June Godfrey

3 MINUTES OF LAST MEETING

Approved.

4 EXECUTIVE MANAGER/GP INPUT

Dr McClure thanked the PPG for their input during the flu clinics; their help was much appreciated and it also generated more interest from patients in joining the PPG.

The appointments system has been changed again – daily appointments are now released at 10:00am which has helped to alleviate the initial rush. He commented that in one month over half of the registered patients attended for appointments – this is above the national average.

He also outlined future plans regarding premises.

5 PPG LEAD – UPATE/NEWS/CORRESPONDENCE

Sandra thanked everyone for their help at the recent flu clinics – the raffle had been a huge success. It had been drawn and there were 27 prizes all provided by members of the committee. Shirley thanked Sandra for all her hard work in making this possible.

Sandra welcomed Caroline Trays to her first meeting – Caroline works at Wheal Northey and will provide a link between STAH and the PPG. Sandra also reported that Sue is resigning from the end of November.

Sandra has phoned the people who have expressed an interest in joining the PPG – more information will be emailed to them in course.

6 TREASURER’S REPORT

Jenny thanked everyone for their efforts with the raffle which raised £1828.48, this amount includes £100 from the Freemasons. We now have approximately £3300.00 towards the bladder scanner. A petty cash cheque will be drawn for sundry items.

7 PPG EVENTSDeferred.

8 FUNDRAISING IN 2016/17

Sandra reported that Sue Blench is starting a Craft Group and has offered to make some cards and also sell them on behalf of the PPG; this was very much appreciated.

9 SCHEDULE OF MEETINGS 2017

Meetings will continue to be held at the Pattern Hall on the third Friday of every month except December 2016 and January 2017 when there will be no meeting.

10 ANY OTHER BUSINESS

Sue has emailed out to everyone inviting them to a lunch at The Pier House on 18th November 2016 following the regular meeting.

11 NEXT MEETING

The November meeting will commence at 9.30am and it will be a card making session.