## PATIENT PARTICIPATION GROUP MEETING

## Thursday 10th November 2016

## At St. Nicholas Church Room, Downderry

**Present:** Debbie (Practice Manager), Beth (Chair), David (Vice Chair), Margaret (Treasurer), Margaret S-T, Venetia, Lin, Mitzy and Maurice

**Apologies:** Tony C, Tony K, Angela, Nigel and Lennie

1. **Welcome and Introductions**

The group was welcomed by Beth and introductions were made. The group thanked David for organising the venue.

1. **Minutes of the September Meeting**

Proposed as an accurate record by David and seconded by Margaret.

1. **Matters Arising**

Beth and David attended the PPG conference in the summer. They are planning to meet with the Partners of the practice to discuss their ideas on Tuesday 22nd November.

Venetia is very keen to utilise the green token scheme at Waitrose to raise money for the surgery. It was agreed that a project was needed (see section 5).

1. **Treasurer’s Report**

Since the last meeting the PPG have received a donation of £100 from a patient. The fund currently stands at £1,677.88 and has earned 14p in interest.

1. **Fundraising**

Christmas Raffle – the raffle is now up and running and tickets are available to purchase at both St. Germans and Downderry. We have received lots of donations for raffle prizes. The prizes will be drawn the week before Christmas to allow time to contact the lucky winners.

Priory Fayre – Venetia has a table at the fayre on Friday 18th November. Donations of home-made cakes, chutney, jam and good quality paperbacks is requested by Thursday 17th, which will be collected from the surgery on Thursday afternoon. David has organised a PPG banner which can be used for the table at the fayre. Debbie will laminate a two sided poster with a list of items supplied by the PPG. Copies of the newsletter and PPG leaflets will also be made available on the day.

Defibrillator – The practice have been informed that the BT1 battery used in the practice defibrillator has now been made obsolete by the manufacturer. The practice does, therefore, have to replace its defibrillator. Cardiac Services have previously supplied the practice and are offering to supply a brand new Philips Healthcare HS1 Defibrillator as at a special price of £750.00 + VAT. The machine is supplied with a semi-rigid carry case, 1 pair of adult pads and a battery. The machine comes with an 8 year manufacturer’s warranty, 4 year battery life and free training. Maurice asked why the ambulance service had supplied one for Downderry but not Quay Lane Surgery. Debbie explained that the one at Downderry is not owned by the practice; it is maintained by the parish council and for public use, the surgery just provides a wall for the defibrillator to be sited on. The one at Quay Lane surgery is owned by the practice and is just for use in the building. It is therefore the responsibility of the practice to cover the cost of replacement and maintenance. The practice kindly asked the PPG if they would be happy to fund a replacement. Venetia felt that this would be a perfect idea for the Waitrose Token application. It was agreed that the PPG would be happy to fund a new machine. David and Debbie will make an application to Waitrose for the green tokens. Posters will be put up alongside the raffle stating that the funds are to go towards a new defibrillator for the practice. Maurice asked if the practice had researched the best deal for the machine and tried other suppliers. Debbie assured the group that the practice always research costs thoroughly prior to purchase but also had to consider the benefits of ordering through known companies who offered ongoing support.

1. **Newsletter – Autumn/Winter Edition**

Thanks were extended to Debbie and Margaret S-T for putting the newsletter together.

The PPG felt that it was a lovely touch putting a piece in the newsletter about the late Diana Laugharne. Diana used to be an active member of the PPG and took the minutes of all the meetings. Venetia stood in for her when she was unable to attend and Diana typed them up at home. She remained an active member of the PPG and many other groups even during the late stages of her illness.

The group liked the piece about missed appointments at the surgery. They were quite shocked by the number of patients who fail to attend or cancel appointments at the surgery and hope that the article sends out a very strong message to patients. Margaret asked about the text reminder service and why reminders are not always sent. Debbie explained that the text reminder service worked slightly differently than an SMS message. An SMS message will still be sent to a mobile if the phone is either switched off or out of signal area. As soon as the phone is switched on or comes back into the signal the message will be received. Text reminders from the surgery are sent via an NHS Mail programme. Messages are sent once and if not received in a set time period will be reported as a failed contact. The text reminder service therefore should not be relied upon because there are many mobile black spots with the practice area. Reports show that approximately only 75% of patients receive their text message. Maurice suggested that posters are put up at both surgeries highlighting the number of DNA’s on a regular basis. Debbie explained that the data collection was quite time consuming but it could be done six monthly and cover a 2 month period as per the last data collection. It was asked what the practice did about patients who constantly DNA’d their appointments. Debbie said that DNA’s are always recorded on patient’s records and those who DNA more than 3 times are sent a letter from the practice. Failure to improve DNA rates may result in a patient being removed from the practice list. Maurice asked whether a piece could be put in the Nutree about DNA’s.

Venetia asked how further on the PPG had got with supplying an anti-biotic machine for the surgery. David and Beth will discuss it with the partners when they meet on 22nd.

1. **Out of Hours Report (Margaret)**

The OOH service is currently out for tender for next year. Kernow Health CIC is currently bidding for the service to incorporate 111. Margaret has had difficulty getting the official minutes and is unsure whether they are trying to wind-down patient involvement/intervention. Margaret is pushing for another meeting. She has previously been left off the distribution list for the minutes and needs to check with other patient representatives if they have heard anything either. She is happy to feedback any information of concerns about the service to the next meeting. On the whole they are not doing too badly although the double handling seems to be an issue. The 111 service triage the call and then pass to the OOH service; the OOHs service then triage the patient again! They are trying to have treatment centres next to MIUs or A& E departments. It is hoped that patients can be signposted to the right unit. The OOH report was good but unfortunately didn’t include Saltash (this is due to Saltash being covered by DevonDoc). Cornwall Health is currently working from the D/Doc business model. Margaret will report back again when she has further information. Statistics from the Out of Hours show that over 1,500 patients are not registered with a GP in Cornwall.

1. **Meetings Length and Content**

The group enjoyed being in a different venue and thanked David for organising it. Debbie mentioned that Dr Moore still wished to be involved in the meetings but could only attend on a Tuesday or Friday. Debbie is unable to attend a Friday meeting so asked whether a Tuesday meeting could be arranged in the future. Beth is keen to hold the next meeting in January and unfortunately a Tuesday is not possible but will ensure that the following meeting is arranged when Dr Moore is available. It was felt that having the meetings on different days and venues was a good idea. Beth asked members that items for the agenda should be given in advance of the meeting.

1. **AOB**

CQC Fees – Tony asked the group what further action they would like to see with regard to his letter to Sherryl Murray and the subsequent response from Ben Gummer on the matter of the CQC payment increases. Debbie mentioned to the group that there were two open letters to the CQC and the GMC from South West Regions LMC’s and Derbyshire LMC’s highlighting concern about the fee increase. Beth was asked to take it to the Umbrella Group as they may wish to put their weight behind any future action. Debbie will scan and send copies of all relevant paperwork to Nigel and Beth and put them in touch with Tony.

Mental Health Services in East Cornwall – the practice have recently written to Sherryl Murray MP about the lack of mental health service provision in SE Cornwall. Both the LMC and CCG were copied into the letter. The item is on the agenda at the next CCG Locality meeting being attended by Debbie and Dr Fullalove.

Health & Social Care Issues – Peter Thistlethwaite (Port View PPG), Penny Prisk (Oaktree PPG and deputy chair of the Umbrella Group) and Nigel May (Chair of the Umbrella Group) met with Sherryl Murray MP on 4th November to discuss local issues in health and social care. Information will be fed back.

PPG Resignation –Claire, despite only attending a couple of main and sub group meetings, has decided to resign from the patient group.

The next meeting has been scheduled for **Wednesday 25th January 2017 at Quay Lane Surgery 1- 2pm.**