

Minutes of the meeting of the Victoria Patient Participation Group held on

Thursday 19th September 2019

at the Enys Road Practice commencing at 6pm

In Attendance

Janet French (Chair) (JF)

Sue Cook (SC)

Tony Meier (TM)

Mike Joly (MJ)

Staff and GPs in Attendance

Heather King (HK) Practice Manager (GS)

Julie Brooker (JB) - Practice Manager (ER)

Dr Alice Sharma (DAS) (ER)

Apologies

Martin Cannon, Emma Ducklin, Debbie Pennington,

Keith Stone, Jane Squires, Debbie Rose, John Ungar

Not in Attendance

Peter Diplock, David May

Minutes of the Meeting held on Thursday 22nd August 2019

The Minutes of the Meeting were agreed.

Newsletter

This item formed the agreed agenda for this evening's meeting, together with any items raised under Any Other Business. After discussion of the draft, circulated earlier by JF, the following points/actions were agreed:

- More work was required under the heading of Survey Results and as a result it was better to go to print to produce a 'newsy' double sided A4 Newsletter, leaving the Survey for the next run which it was hoped would be produced within the following month.
- The Header - as shown on page 1 – would remain and would also be used for the Victoria Medical Centre
- Issue number would be removed – leaving just the month of publication
- The text regarding the brief update on page 1 was approved other than the word 'Clinic' which would be replaced by 'Victoria Medical Centre' for this and all future publications.

- Opening Hours - artwork agreed
- Flu Season Ahead and Shingles Artwork - agreed with the addition of wording to remind patients that they should
 - a) book appointments in the usual way,
 - b) arrive at the allotted time
 - c) wear appropriate clothing to allow access to the upper arm.
- The dates shown for the Flu Clinics to be relevant at the time of publication.
- Changes That May Affect You - to remain as a header on page 2
- Improved access - to remain but the text should either be developed or additional artwork would be supplied by HK
- Paramedic in house - to remain as presented.
- Pharmacist in house - to remain as presented.
- Telephone consultations - to be removed – it was felt that these were already in place and this would cause confusion.
- Electronic Prescription Service – to remain as presented.
- LIVI – Video consultation to remain with more detail

JF would take the amendments to the Printer on Monday 23rd September and at that time request:

- A quote for a print run of 500 double sided A4 – for Green Street. That quote would also include the cost of the original artwork.
- A quote for a print run of 300 double sided A4 – for Enys Road. That quote would also include the cost of the artwork changes required for Enys Road information to replace Green Street information – e.g. opening hours.
- The use of the £390 currently sitting in the Green Street PPG Bank Account would be discussed on receipt of the quotes.

It was hoped that the print run for Green Street would be completed in time for circulation before the Flu Clinic scheduled for 28th September.

Any Other Business

Flu Clinics

The Green Street VPPG members present discussed the rota that had been put together by TM, and HK explained how helpful PPG assistance had been in the smooth running of the Clinics in previous years. It was agreed that JB would let JF know if additional help was required at Enys Road over and above MJ, who had already given his available dates.

New Members

JB confirmed that a patient at Enys Road was interested in joining the VPPG and, in accordance with the Terms of Reference, she would arrange a meeting with JF.

Response to Survey

JF would organise a meeting of the Communications Committee to discuss a possible response to the Survey for the two Practices to consider and then for all concerned to agree the content for the next Newsletter.

Date of Next Meeting

To be advised – subject to the availability of the individuals who can:

- Provide a full update
- Make the decisions regarding the response to the Survey.