**MINUTES**

**MEETING OF THE PATIENT PARTICIPATION GROUP**

**HELD ON Thursday 5TH JANUARY 2017 AT 19:00**

Present

Staff: - Liz Wilson – Practice Manager

Caroline Moyses – Admin

Dr Tom Weake – GP

PPG Members: - Laverne Caddy – Chair

Rik Evans

Katie Sainsbury

Margaret Estlick

Ruth Varker – Joint Secretary

Apologies: - Dr Tom Weake – GP

Lesley Clayton

Liz Keasley – Joint Secretary

Paul Lindsay

1 – Minutes of last meeting

Minutes of last meeting held on 5th November were agreed. There were no matters arising.

2 – Correspondence – The Practice received an e mail from Louise Moore advising that a pack on documents, leaflets, posters & surveys regarding the STP Engagement were being sent out. Louise asked that the practice look out for them & publicise the event.

3 – PPG Group Budget – There is a payment due, but nothing has been spent.

4 – Update on the new phone system – all in all it seemed to be working well. There was a small incident on the 2nd Jan, where due to a power cut, the Threemilestone Branch Surgery phones were wiped out. But there hadn’t been any complaints received via the website.

5 – Cessation of Prescription telephone line – From February the Surgery will no longer accept prescription requests via the phone. Patients will be able to request them via the website or from their local Pharmacy, who may also deliver the medication to the patient. Posters are being put up to advise everyone. The phone line is being stopped due to the fact there is no record/paper trail & details can be written down wrongly or lost. There is also a system called Pharmacy to You that the elderly for example can use.

6 – Cessation of eConsult facility – This system has been ceased. There is a meeting in 2 weeks to discuss an exit strategy. Instead there are apps available to patients that can answer FAQs or the Nhs 111 webite also has information for patients.

7 – Sustainability Transformation Plan – Rik Evans raised this subject. There are going to be several meetings to look at the range of changes to be made to help with the financial deficit in Cornwall. For example services at Treliske were outsourced to Mitie, who then cut wages, whereas Treliske couldn’t do this. Also there were some service cuts. At the moment there is no information as to how the budget cuts are to be made. Rik asked if the PPG would be making any representation at the meeting. Caroline & Rik said they would probably attend. It was agreed that any updates could be feedback at the next meeting.

8 – Free Health Checks – Katie Sainsbury asked about free health checks that she had seen advertised on TV. Caroline advised that the Practice currently offered various ones to patients aged 40-74. The Surgery has a contract with Cornwall Council as well, but this has not been a great success. The Surgery will still offer the check if anyone wants them. For example people aged 40-45 years have been offered BP checks. The Surgery contacted the patients in the age range to invite them in to have this done. Also Kernow Health is a provider for Physio services for Cornwall, Lander Surgery will be a sub-contractor of this.

9 – Timely distribution of PPG meeting minutes – Ruth apologised that she had not got them out as quickly as she should have done. Laverne asked if they could be done within 10 days of the meeting.

10 – Practice Newsletter – Caroline suggested it might be a good idea for the practice to have one. To be sent out after each PPG meeting. We could inform people about it via the Surgery SMS. Also we could send some copies to local Pharmacies. Katie Sainsbury offered to help with putting one together & it was suggested that maybe Ian McAllister could help as well. This idea will be put on the agenda to be further discussed at the next PPG meeting.

11 – Any other business – Katie Sainsbury advised that she had been asked to attend a Patient Reference Group meeting. This is a new idea, that is happening Countrywide. It is similar to the PPG, but doesn’t look at GP & Hospital issues. It is run by Cornwall Partnership NHS Foundation Trust. The idea is to try to improve patient experience in various areas. For example they discussed the letters that are sent to patients.

Next Meeting – Tuesday 7th March 2017 – 19:00.

The meeting closed at 20:00.

Minutes taken by Ruth Varker.