

# Marazion Surgery

## Patient Participation Group



### Minutes of the Marazion Surgery Patient Participation Group Meeting on 17<sup>th</sup> February 2020, at 2.00pm

Present:	Apologies:	
Mrs Serena Collins (Chair)	Mr Brian Baker	Mr Nick Kelly
Mr Michael Miller (Vice-Chair)	Mrs Mary Baldwin	Mrs Emma Kelly
Mrs Juliette Benstead	Mr Derek Brown	Mrs Jane King
Mrs Sandra Easterbrook	Mrs Jackie Brown	Mrs Ann Miller
Mr Leslie Lipert	Ms Tania Cannavo	Mrs Pauline Needham
Mrs Mary Page	Mrs Elizabeth Clarke	Mrs Fran Phillips
Mr Michael Page	Mrs Margaret East	Dr Adam Price
Miss Martine Smith	Mrs Kate Ford	Ms Jane Richards
Mr Barry Webb	Mr Donald Godbold	Mr Douglas Smith
	Mrs Gillian Johnson	Mr Colin Treleven
	Mrs Trudy Jones	Mr Nigel Walker
		Mr Mike Willcox

#### 1. Minutes of Previous Meeting:

The Minutes of the meeting on 28<sup>th</sup> January 2020 were agreed to be a true record. SC welcomed a new member to group, explaining the purpose of the Patient Participation Group. MS praised the Practice and in particular Dr Lock for his care and treatment.

#### 2. Matters Arising:

- 2.1 *Lunch with GP Partners & Practice Team:* Those who had been able to attend lunch with the doctors, nurses and management team had found it very enjoyable. It had been productive, informative and they appreciated the relaxed atmosphere and that those present had taken the time to mingle and talk to everyone.
- 2.2 *Noticeboard:* The noticeboard had been updated with new posters and information. A photo of the members of the group present at the meeting was taken and would be put on the noticeboard. First names, but not surnames would be added. No individual contact details would be shared publically.
- 2.3 *Carers Workshop:* The date had been confirmed for Thursday 27<sup>th</sup> February at 6.30pm. Everyone had been provided with copies of the poster to circulate in the community. This had already been displayed in many places. Places that had not been covered were discussed with a view to ensuring coverage of the Practice area. It was hoped that as many of the PPG as possible could attend, to welcome patients and make tea/coffee; please meet at the Practice at 6.00pm, as it was due to start at 6.30pm. SC was arranging a poster display to be put up at the surgery. SC would bring her table and tablecloth; refreshments would be provided by the Practice. JCB gave her apologies that she would be unable to attend; Mrs Brown, Practice Manager would be present.

#### 3. Aspirations for the Future:

Having had time to consider the proposals discussed at the previous meeting, SC asked everyone for their feedback on the suggestions that had been made.

- 3.1 *Waiting Room Presence:* BW, MM, MP, MP, LL and MS expressed an interest in supporting the surgery through patient education in the waiting room. It was agreed that a training session should be arranged at the Practice and that initially it would be helpful to have a member of staff with them to ensure that they could accurately answer the queries that patients may put to them. JCB would discuss this with the Practice Manager.
- 3.2 *Gardening:* There was general agreement that this would be a good project. Donations of plants could be requested. It was also suggested that the local schools may be interested in having a gardening school trip.
- 3.3 *Volunteer Transport:* It was agreed that this would be fully investigated, including safety of patients, and safety and insurance for volunteers. MM expressed an interest in liaising with the Practice to look into this. Once it was set up, volunteers from within and outside of the PPG could be recruited.
- 3.4 *Fundraising:* It had been mentioned by one of the doctors that a new consulting room was being built within the existing surgery footprint. An administrative area of reception (currently out of sight of patients) was to be made into a separate room that could be used for consultations. BW expressed an interest in fundraising, having had some previous experience of this for another organisation; this was agreed by those present. JCB would enquire about applying for a licence. Everyone could source raffle prizes. An Easter raffle was proposed, but if this could not be put in place in time, a Spring raffle could be done.

4. The Waiting Room – Online Access:

Members had found the process of registration a little difficult; however this was outside of the control of the Practice. The Practice had limited access to the system, but could liaise with the provider on behalf of patients. Patients were not permitted to contact the provider direct, which the PPG felt was unsatisfactory. The PPG felt that on-line support for users by the provider was very poor.

It may be that the Practice would move to a different system in the future, but no further information on this was available as yet.

As part of item 3.1 above, it was agreed that a demonstration of the registration process, including application forms and identification required, could be arranged by the Practice so that they were able to assist other patients.

5. Vice-Chairman:

MM had volunteered to be Vice-Chairman of the PPG; this was unanimously agreed by those present.

6. Penwith Integrated Care Forum:

MM received correspondence direct when he was involved with such forums; JCB also tended to forward emails to the whole group. It was suggested that as and when appropriate MM could give a brief summary as a regular agenda item.

7. Dates of Future Meetings:

Dates of future meetings and events were agreed as below. Please remain in the waiting room until notified that the meeting room is ready.

<b>Thursday 27<sup>th</sup> February</b>	<b>Event one – Carers Workshop</b>
Thursday 16 <sup>th</sup> April 1815-1930hrs	PPG Meeting
<i>TBC May/June</i>	<i>Event two</i>
Thursday 9 <sup>th</sup> July 1815-1930hrs	PPG Meeting
<i>TBC September</i>	<i>Event three</i>
TBC 29 <sup>th</sup> October OR 12 <sup>th</sup> November	PPG Meeting

	<b>Action for Membership</b>	<b>Date to be completed</b>
1.	Carers Workshop posters to be displayed throughout Practice area	27.02.20
2.	Attend Carers Workshop on Thursday 27 <sup>th</sup> February	27.02.20
3.	Training session to be arranged for volunteers for waiting room presence	
4.	MM to meet with the Practice to look into volunteer patient transport	
5.	Licence to hold raffles to be applied for by JCB. Raffle prizes to be sourced once licence confirmed.	

*Minutes were approved by Serena Collins, Chairperson, on 24.02.2020*