

Marazion Surgery

Minutes of the Marazion Surgery Patient Participation Group Meeting on Monday 21st May 2019, at 6.30pm

Present:

Mrs Juliette Benstead
Mrs Serena Collins
Mrs Sandra Easterbrook
Mr Barry Webb
Mrs Ailean Wheeler

Mr Ben Mitchell, KCCG

Apologies:

Mr Brian Baker
Mrs Mary Baldwin
Mrs Jackie Brown
Mrs Janet Bullock
Ms Tania Cannavo
Mrs Elizabeth Clarke
Mrs Margaret East
Mrs Kate Ford
Mrs Susan Harrison
Mrs Gillian Johnson
Mrs Trudy Jones
Mrs Jane King
Mr Leslie Lipert
Mrs Ann Miller
Mr Michael Miller
Mrs Pauline Needham
Mrs Mary Page
Mr Michael Page
Mrs Fran Phillips
Ms Jane Richards
Mrs Heather Stewart
Mr Colin Treleven

1. Minutes of Previous Meeting:

The Minutes of the meeting on 26th February 2019 were agreed to be a true record.

2. Matters Arising:

There were no matters arising.

3. Resignation:

There had been one resignation since the previous meeting, for personal reasons. The member had been thanked for their support and advised that they would be welcomed back at any time.

4. Future of Group - Chairman:

There was a positive attitude towards the group by the members who attended frequently. Serena Collins volunteered to be the Chairman of the group and this was agreed by those present; this would be formally voted upon at the next meeting.

5. Survey:

The suggested patient survey form was discussed and it was agreed to look at this again to take out some of the questions that were repeated from previous surveys. A survey of Practice services could be done at a future time. It was felt that the survey should be more proactive about the PPG and what it was hoped to achieve. Ben Mitchell offered to give some suggestions, and Serena Collins offered to spend some time looking at this with Juliette Benstead at a separate time to be arranged.

An Email from Colin Treleven was read out; he was concerned that the survey should be widely circulated to ensure that a true representative portion of the Practice's patients were given the opportunity to respond. Handing the survey out at the Practice would involve patients who were regular attenders, irregular attenders and patients or their carers picking up mediations. The survey could be put on the surgery website. A text message could be sent advising patients that the survey was available to complete at the surgery or on-line if they wished. It was not feasible to send the survey by post due to cost implications.

6. Advertising the PPG:

Mr Mitchell showed an example of a short film that he had been working on for another Practice, to advertise and encourage participation in their PPG. Patients were filmed giving a short statement or key message about the PPG and their Practice. This could be shown in the waiting room and on the surgery website. Mr Mitchell would be happy to arrange to film at the surgery, perhaps at the next PPG Meeting, or at a patient's home. Further information would be circulated in due course.

7. Role of PPG:

There was an open discussion of the role that the PPG could play in the future to support the Practice and its patients. There was enthusiasm voiced about arranging speakers to attend meetings/talks, which could be advertised for patients to attend. These could be held in the evenings at the Practice, or at other venues during the day. It was suggested that the first event could be with Sandy Easterbrook, in her role as Primary Care Dementia Practitioner, who could talk about the services and support available to patients with dementia and their carers. Other related agencies could be asked to attend as speakers.

8. Fundraising:

Some members expressed an interest in fundraising for the Practice; working towards raising funds for a particular project or equipment. This would begin once the PPG was stable.

9. Terms of Reference:

Examples had been circulated at a previous meeting with a view to updating the terms of reference of the PPG. Serena Collins and Juliette Benstead would review these and bring them to the next meeting for final agreement.

10. Telephone System Message:

Sandy Easterbrook requested that the welcome message on the telephone system include the words 'this is a recorded message' as she felt that elderly patients were confused. This could only be changed when the telephone system suppliers were on-site at the same time as the doctor; no site visit was planned in the immediate future.

11. Drop-in Clinic:

Having a drop-in clinic where patients took a number was suggested. The Partners had discussed this idea before but decided against it as there would be no way to gauge the number of patients who were likely to present and they preferred to manage their time more effectively with booked appointments.

12. Missed Appointments:

The Practice used to display the number of appointments that were not attended each week; it was felt that this was a useful deterrent to patients to make them aware of wasted resources. It was also suggested that a notice could display the number of consultations that were attended, as a comparison.

13. Any Other Business:

There were no issues regarding the Practice or the wider area that anyone wished to raise.

14. Date of next meeting:

The next meeting would be held on Wednesday 4th September 2019 at 6.30pm at Marazion Surgery.