

Minutes of Praze PPG Meeting held at Praze Surgery at 7pm on 9th May 2018

Those Present:

Ken Jones
Jan Jones
Alistair McLeod (Vice-Chair)
Tim Iremonger
Christine Iremonger
Aurora Talbot
Averil Prior
Christine Rowe
Jane Thompson (Chair)
Evylyn Pinto-Willis
Anne Craig (Secretary)
Dr Hugh Fairlie
Dr Adam Ellery

Apologies :

Linda Mason
Mary Tipton
Ian Wilson
Debbie Chown
Helen Gambier
John Nash
Margaret Nash

Before the formal meeting commenced AC & HF introduced new Partner Dr Adam Ellery to PPG members:

AE spoke of his background from being a GP in Orkney to more recently GP Partner at Cape Cornwall Surgery, he is Hon Medical Officer for the RNLI, a GP Trainer and this will begin at Connor Downs in August 2018 when we will have 2 ST3 Doctors undertaking 2 years of training in general practice. AE advised members of the Clinical Research Hub, now based at Connor Downs and increasing number of clinical trials to be offered to patients. KJ asked who initiated research, AE confirmed that he did. AE also spoke about the long established PPG at Cape Cornwall which with volunteer drivers and coordinator operate 2 mini-bus vans which transport patients to appointments at the surgery and local hospitals.

A short Q&A session followed.

HF mentioned Research Notice Board. AT suggested notice board only effective for patients who attended the practice and perhaps more information should be added to website to inform more patients.

CQC – AE confirmed that the CQC Inspectors liked to speak with representatives from the PPG to ascertain their perspective of a practice.

Declarations of Interest:

None declared.

1. Minutes of Previous Meeting on 24th January 2018

The Minutes were read and approved by all before signature by JT.

Proposed : AM
Seconded : CI

2. Matters Arising from Previous Minutes

Item 4 Practice Website Improvement/Development;

AT confirmed she had tried to arrange a meeting with practice and that due to resource/staffing problems at the practice, this is yet to take place. This important piece of work is to remain an ongoing process for the practice with much welcomed input from PPG members.

It was noted that HG had also put forward some good ideas/suggestions during discussions on Item 3, Practical ways in which PPG can be of service to the wider community. AC apologised for this omission.

3. Q&A re Clinical Research

HF addressed the following questions from members:

AT: asked if new staff will run research or will existing staff be more stretched?

HF: The practice already employs a Clinical Research Nurse and a new Trials Coordinator is due to start next month. Our receptionists at Connor Downs already check in patients on existing trials and will continue this.

KJ: where are results of Research published?

HF: available on internet but also he likes to get all patients together at end of a trial to discuss.

JT: at the end of the trial for the statin lowering injection you mentioned, is the patient then put back on NHS drugs?

HF: Yes

CI asked how many local practices locally undertook Research.

HF: Many local practices do some NHS Research, the Research Hub co-ordinates trials for 8 local practices.

HF confirmed that successful trials produce more offers of trials. Whilst practices have many regulatory 'hoops' to jump through, there is never any pressure on patients to take part. KJ added that most patients would be happy to take part.

HF confirmed the health benefits from trials, not only for the patients trialling the new drugs but also their families and strangely, those patients taking the placebo drug and their families too. Perhaps a benefit of their all being more aware of your health?

4. Receptionists & Name Badges:

General discussion by members:

can name badges be worn by receptionists?

can staff introduce themselves by name whenever they answer the phone?

Photograph Boards in reception in some practices – members have discussed this aspect in previous meetings. JT felt that staff would have to give their agreement to photographs.

JJ suggested that there may be instances when Names could be used against staff.

TI felt that name badges/use of names would be more professional

In conclusion members felt strongly that Name Badges should be work.

ACTION POINT: AC to liaise with Office Manager, staff do have badges and will be asked to wear them.

5. PPG Suggestion Box:

AC had prepared a handout detailing the 4 suggestion slips completed by patients and placed in the box:
4 Suggestion slips were removed from the box on 2/5/2018:

1. Open on Saturday a.m. For people that work in the week only
2. Put correct date on display – be a future date so others can attend rather than those in the know. At the moment it's not for everyone.
3. Better triage system so you can get an appointment without being advised to go to Barncoose
Drop-in/Wait system
More effective triage system
4. Possibility of having parent baby/toddler car spaces as spaces tight to get a pram/car seat out unless you get an end spot.

Each slip was discussed:

Members agreed that Saturday clinics were a good idea, perhaps a mixture of evening and weekend clinics would be better.

Could Connor Downs open full time?

Telephone Triage – mixed views from members but agreed would be most useful way of responding to increased demand for contacts between patients and GPs.

Skype Consultations – AC mentioned pilot of e-health consultations just starting in 18 practices in Cornwall, some local practices involved e.g. Falmouth. CR suggested that a lot of elderly patients may be excluded due to technology/poor communication links in rural locations. AT suggested there are pros and cons to using technology – perhaps in inner cities staff may feel safer using e-consultations and patients also may feel safer in their own homes.

TI suggested that the best way would be a combination of all methods of patient/GP contact as this offers more choice.

JT recommended members visit Airedale Vanguard website re technology in action.

Car Park spaces – AM stated that car park is quite restricted. There are 2 Disabled Spaces which do get used. Suggestion – make these spaces dual purpose disabled/mother&toddler?

JT asked how members could respond to these suggestions to ensure that patients received responses, she suggested utilising the TV screen in much the same way as Tesco's e.g. 'You Said'/'We thought about it' format. All agreed this was a good idea.

6. Virtual PPG-

Would patients welcome the opportunity to participate in the PPG meetings/discussions remotely by way of becoming Virtual members? This would help patients who want to participate but who are unable to attend in person for a variety of reasons. Would this also help increase PPG member numbers? How do Virtual PPGs operate? AC to speak with colleagues in other practices. CI advised that Stennack Surgery have both a virtual group and a face to face group. MT has offered to investigate how virtual groups operate and will report findings to AC.

7. The EPIC Project:

JT gave a presentation to members about the EPIC Digital Technologies & Care Homes Programme meeting she attended on behalf of the PPG on 24th April 2018. More detailed notes were issued in a handout (attached)

JT stated that she had been underwhelmed and amazed at the meeting content, she did not enjoy it and learnt even less. She felt that some attendees were present to explore funding opportunities.

JT and IW had previously attended an EPIC meeting with Little Trefewha Residential Home, Praze. AC confirmed EPIC staff had asked if practice GPs would participate in e-consultations with residential homes. HF advised that there is no substitute for seeing a patient face to face as it allows the GP to review a much wider range of non-verbal signs as well as listening to the patient's describe their symptoms. JT again reminded members to view the website for Airedale Vanguard Trust.

8. Any Other Business

AT: new Data Protection regulations GDPR – general discussion on this important subject.

JT: do members wish to mark HF's retirement ? can members give this some thought?
Could members do something at the last PPG meeting before he leaves?

9. Date and Time of Next Meeting : WEDNESDAY 27th June at 7pm at Praze

Please send all agenda items to either:

AC email: KCCG.Praze-PPG@nhs.net

Or JT email: rattythompson@hotmail.com

The meeting closed at 8.20pm