

PRAZE SURGERY PATIENT PARTICIPATION GROUP



**Minutes of Praze Surgery PPG Meeting held on Wednesday 22nd February 2017
at Connor Downs at 6.30pm**

Those Present:

Mr J Nash, Mrs M Nash, Mrs J Thomson, Mr T Iremonger, Mrs C Iremonger, Mrs E Pinto-Willis, Mr J Gorst, Mrs J Care, Mrs V J Eustice, Anne Craig (Practice Manager)

Apologies:

Mrs M Tipton, Mrs C Sampson, Mrs C Gravett, Mrs A Tunnicliffe, Mr A MacLeod, Mrs A Prior, Mrs S Care, Miss L Care, Mrs M Laity, Mrs E Banfield, Mrs A Talbot.

1. Welcome and Thanks to all attendees.

2. Matters Arising from Minutes of Previous Meeting on 1st December 2016.

- Practice Population – surprise at how the register has increased.
- Friends & Family – discussion re take-up rate, where response boxes are sited, text feedback after appointments, noticeboard for comments to be displayed being prepared.
- Patient Questionnaire on website – query re percentages and why ‘No Response’ answers are shown. AC advised that the survey is from 2013/14 and no recent surveys have been undertaken by the practice. There is a National Survey administered by Ipsos MORI for NHS England.
- Local Publicity for PPG meetings – Mrs C advised that ‘The Chronicle’ circulated in Praze and surrounding local villages is to cease publication after the next edition unless someone comes forward to take over compilation and circulation.

3. Election of PPG Committee Officials

It was agreed that a Chair, Secretary and PR/Publicity Officer be elected.

At the previous meeting it was agreed that the group would not fund raise and therefore a Treasurer was not required.

In discussion a question was raised – could members with special interests e.g. those with an interest or personal experience of a serious illness or a long term condition, those with an interest in mental health, those who worked or had previously worked in the NHS. Members welcomed and agreed this suggestion.

JT suggested that elected Officials should hold their posts for an initial period of 6 months. All agreed.

Following Proposals and seconding the following committee officials were elected:

- PPG Chair: Mrs Jane Thompson – Proposed by: Mr J Nash
Seconded by: Mrs C Iremonger
Agreed by all present.
- PPG Secretary: Anne Craig, Practice Manager –
Proposed by: Mrs J Thompson,
Seconded by: All
Agreed by all present.
- PPG Publicity/PR Officer: Collective approach by whole group.

4. Committee Formation Requirements:

- Terms of Reference for the Group & Constitution/Articles of Association to be agreed. CI suggested that the group consider the templates from the PPA & NAPP and perhaps an amalgamation of best parts of both can be used for the Group.

Action Point: Secretary to circulate both for members to review ahead of next meeting to facilitate discussion and agreement.

- Confidentiality Agreements to be signed by all members. JT suggested that these be circulated to all, ahead of the next meeting.

Action Point: Secretary to circulate.

5. Presentation by Mrs. Anne Craig, Practice Manager on Services offered at Praze Surgery, as requested at the Praze PPG Meeting of 1st December 2016:

- 4 GPs (Mrs. Craig informed the committee that Dr. Sharp would be leaving the practice at the end of March 2017 to take up an appointment elsewhere) – offering appointments morning & afternoon Monday to Friday with longer appointments one evening per week by rota on either a Tuesday or Wednesday evening (15 mins slots). GP consultations are for acute medical problems and routine follow-ups. Referrals to Secondary Care are made by GPs. The Doctors also offer a Family Planning Service and Minor Surgery (joint injections, incisions/excisions)

- 3 Practice Nurses + 1 Health Care Assistant (HCA) + 1 Phlebotomist
- **Nurses:** offer blood tests, BP checks/monitoring, ECGs, management, education and review of Chronic Disease/Long Term Conditions e.g. Diabetes, COPD, Asthma, Heart Failure, Chronic Kidney Disease as well as Dressings for leg ulcers, post-operative wound care and removal of stitches are undertaken although the Dressings Clinic at Camborne Redruth Hospital (CRCH) supports our patients with this service following discharge from hospital. Travel & Occupational Health vaccinations are administered and the Nurses offer Baby Immunisation Clinics at both surgeries, 24 Hour BP fitting & removal, 24 Hour ECG fitting & removal, Flu and Pneumococcal vaccinations, Shingles vaccination.
- **HCA:** offer blood tests, BP checks, Learning Disabilities Health Checks, ECGs, Dietary Advice, Flu and Pneumococcal Vaccinations, 24 Hour BP fitting & removal, 24 Hour ECG fitting & removal, swabs required by primary or secondary care.
- **Phlebotomist:** carries out blood tests, blood pressure checks, 24 Hour BP fitting & removal, 24 Hour ECG fitting & removal, ECGs.
- **Screening:** Diabetic Retinal Screening & AAA (Abdominal Aortic Aneurysm) Screening. These teams are hosted at their request and with the agreement of our landlord.
- **Smoking Cessation:** Weekly clinic each Wednesday afternoon at Praze by an advisor from Health Promotion Service.
- **Counselling at Praze:** Outlook South West – CBT and High Intensity – Friday weekly. Addaction – drug and alcohol addiction – Wednesday weekly.
- **Midwife:** Friday every 2 weeks at Connor Downs, in between times access is at Bodriggy Surgery with whom we share our midwife.
- **Health Visitor:** Drop-In Clinic on 1st Wednesday of each month 1.30pm to 3pm at Praze. The baby Immunisation clinic at Praze runs alongside this from 1.45pm to 2.45pm.
- **Dispensary:** Dispensing of prescribed medications at both sites for patients who do not live within 1 mile, as the crow flies, of a Pharmacy.
- **Palliative Care:** The practice holds monthly Gold Standard Framework Palliative Care Meetings with members of the District Nursing team, the Specialist Palliative Care Liaison Nurse and Dr J Ellery.
- **Dementia Carers:** Our GPs can refer patients to our Primary Care Dementia Practitioner – Mrs Sandy Easterbrook. In addition to meeting with patients and

their families/carers Sandy runs a Dementia Carers Support Group which meets regularly at Praze on one afternoon each month.

Note: CI advised Committee of Pentreath – an organization working with and supporting through education and employment those who live with mental health problems. Referrals can be via GP or self-referral. Further details of their work can be found at www.pentreath.co.uk

End of Presentation.

6. On-Line Access:

At present patients can order repeat medications, book appointments with a GP and view their Allergies via our website. The practice is actively working with our clinical systems supplier to provide further access to medical records.

Group discussion – TI -when you have seen a Doctor you sometimes leave the consultation thinking ‘what did they say’, difficult to remember everything that was said. JG - could patients have a copy of the consultation note that the doctor types into their records? AC confirmed that the practice is actively working with our clinical systems supplier to provide further access to medical records. EP-W how far back in years can records can be looked at? JE asked how information can be accessed. AC advised registering with Waiting Room 2 a recent improvement which allows better access & confirmed that the practice IT Administrator can assist if there are any problems. JT enquired if the registered practice chaperones could act in a support capacity for those patients experiencing difficulty in understanding/registering what they have been told in consultation.

Website address: www.prazesurgery.co.uk

7. Meetings:

Group discussion:

How long do we want meetings to be? All agreed 1 hour with a set agenda.

How often should the group meet? All agreed monthly.

Should we be actively recruiting to the PPG? All agreed Yes. Suggestion: A5 flyers to be available at both surgeries.

8. Any Other Business/Open Forum:

- MN spoke about her personal experiences following a stroke in 2004. MN is currently a Group Facilitator for Cornwall Stroke and Aphasia Network and wanted to publicise the meetings to enable more stroke survivors to gain support through the group. Group meetings are held at in the Community Room at Tesco Extra Pool on Monday afternoons between 2:00 – 3.30p.m.

JN advised that there are new publicity posters available. AC asked for an electronic copy and will laminate and display the posters at both sites.

Action Point: posters received and on display.

- MN also spoke about diagnosis of Polymyalgia Rheumatica and wondered if there was a support group for this or if one could be formed. CI advised that she will ask if she can share PPA database of who to go to and where for a whole range of medical conditions.
- The Secretary informed the Committee of the CQC re-inspection which took place on 10th January 2017. Our overall rating has been measured as GOOD.
- Name Badges were requested for next meeting. Agreed.

9. Date, time and location of Next Meeting:

Praze Surgery. Wednesday 22nd March commencing at 7pm. Agenda to be circulated in advance.

10. Meeting Closed at 8pm.