

Praze Surgery PPG Meeting Minutes

Title: PPG Meeting

Minutes by: Paul Sandow

Date: 20 Mar 2019

Time: 1900 - 0830

Location: Praze Surgery

| Agenda Items | |
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| Time | Agenda Item Description |
| | <p>Attendance; Aurora Talbot (AT), Helen Gambier (HG), Jane Allen (JA), John Nash (JN), Margaret Nash (MN), Chris Iremonger (CI), Tim Iremonger (TI), Evylyn Pinto-Willis (EP), Alistair McLeod (AM), David Gellatly (DG), Christine Rowe (CR), Ben Mitchell KCCG (BM), Anne Craig Practice Manager (AC), Paul Sandow Assistant Practice Manager (PS), Dr Adam Ellery GP Partner (AE)</p> <p>Apologies; Mary Tipton (MT) Amy Allen (AA)</p> |
| | <p>Introduction & Welcome</p> <ul style="list-style-type: none"> - BM engagement team CCG - AE intro GP partner and Kernow Health Community Interest Company(KHCIC) Chair - DG first time. Patient - PS first time. Assistant PM |
| | <p>3. Declaration of Personal Interests AE GP partner (in this business - reiterate self-employed)</p> |
| | <p>4. Approval of previous minutes Minutes 23-1-2019</p> <ul style="list-style-type: none"> - AM: re Item 8 recruitment of vice chair page 2 - minuted as "AM wishes to retire from PPG" - only wishes to step down as vice chairman - please amend - Otherwise okay to adopt. - JN proposed, MN seconded |
| | <p>5. Matters arising</p> <ul style="list-style-type: none"> - All in the agenda |
| | <p>6. Kernow Clinical Commissioning Group [KCCG] Healthy Promotional Events How to get started & Availability of Resources</p> <ul style="list-style-type: none"> - PPG ready to start some promotion work of healthy living - BM: gathering feedback from PPGs in Cornwall to feedback to practices - improve services - Network of PPGs - Make more accessible - Newquay Health Centre - events, coffee mornings, cake sales : not all PPGs do this - Wants fluid ongoing dialogue/discussion. Eg. "we want to hold an event" - how to engage population, venue, advertise. - Question to PPG: what stage are you at, how can BM help. - No budget, but skills to offer. Eg leaflet design - Praze PPG attendance considered progressive group . BM seen groups with only 4 or 5. Good to hear. - AC: 4-4-19 event. BM could come and help. - AT: ?banners . BM: message boards - AT Praze Patient Experience Survey 2018 discussed. There were 200 forms issued and 48 patients responded. - AE: CQC manager - visit in next 6m. Survey coming, 40 patients per GP surveyed. Clarity standard allows comparison with other UK practices. Questionnaires given out at appt with GP. - Open ended Survey Monkey - BM: feedback tends to be positive about GP practices but not other services eg acute care |

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| | <ul style="list-style-type: none"> - AT: Pub venue for health promotion events. Bring in other bodies eg Fire Service; Age UK; ?mental health services; OutlookSW; Addaction. BM happy to be liaison - MN: relaxation therapy contact - BM: keep in contact. HG communications - BM: ?chat group. 10-4-19. Numbers low though - HG: BP monitor. Possibility of fundraising. BM: Trescobae contact: raised money for self-service BMI BP machine and 24hr BP machine. HG happy to lead fundraising. Cake sale - AE: BP prevalence : approx 20%. Majority “silent”. Would need about 6x ABPM and 1x self serve at each site. Calibration of personal BP machines. - Health promotions ‘smoothie bike’, static bike sponsorship etc - BM leaves meeting. → Saltash |
| | <p>7. Practice Booklet Update on the KCGG Design/ Presentation prior to print. PPG Member Approval Sought</p> <ul style="list-style-type: none"> - Unfortunate that MT cannot attend - BM manager Laura resources to help with booklet - offer to fund print - Booklet and a leaflet. Pro's and con's discussed on both. Booklet could be published on the Website and amended quickly as changes within the Surgery occurred. The leaflet printed on one sheet of A4 is concise with important basic information. paper / costs reduced and can be handed to patients, community groups etc., and is easily stored. - ?map - all agreed important - Stethoscope on front - mixed reaction - AE: encourages personalisation of leaflet vs generic feeling CCG provided leaflet. Praze area icon. AM/HG - agrees on personalisation - EP: info is there -> move pictures around. Group: make more attractive to pick up! - AE/AC: emblem for Praze/Connor Downs. Eg. Turnpike - TI: mining; agriculture; surfing. Praze-an-Beeble - Meadow by the Stream - AT: time – 6 months in the making. Concerns re end of financial year funding availability. Concerns raised on meeting the KCCG's financial year deadline where the offer to print both Praze Surgery's information documents runs out. - AE: legal requirements. Suggests pictures of partners/manager. Group: agreement, ?go out of date eg. GPs moving on / new GPs coming in - DG/HG: MT been working on amendments. AT: All amendments submitted by MT and other members have been submitted to KCCG for inclusion in copy print. - AE: ?give it to Channel, Hayle for quick turnaround. HG: originally planned as in house → KCCG → evolved . Compared to original plan. - Discussion of details of leaflet design - Section 35 - AC: speak to KCCG re concerns of rushing this through to meet end of March deadline - Further icon/emblem ideas: AM: Blackrock beacon; Coat of arms - various icons on one shield - Email AE by end next week. AC to email members with AE email address - AE: ?photos and qualifications; interests. Group okay with this |
| | <p>8. Surgery Developments - Practice Manager/Practice Partner Communications Group - Sip n Chat - Marketing Leaflet Drop</p> <ul style="list-style-type: none"> - AC: no new staff additions (GP) - AE New GP Contract. AE: Outlined the new GP Contract and from 1 April 2019 Praze Surgery is to be included in a network of six other Surgeries in the North Kerrier District. This network of Surgeries will be expected to provide patient care seven days a week. - New Clinical Pharmacist - NHSE funding. AE: white coat chemist vs what we're getting: skill is drugs, drugs monitoring, More specialised than doctors. Plus not enough doctors so NHS funding use of pharmacists. ‘saviors’ of primary care. - Qualifications of dispensers NVQ level 2 - note don't prescribe – dispense - AM: ?pharmacist available for consultations. AE: role will evolve. Our pharmacist specialities include drug and alcohol abuse ¶ AE: Face-to-face consultations vs tel consultations. Same value. Average consult. Times. 30 f2f vs 60 tel calls |

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| | <ul style="list-style-type: none"> - AT/AC/AE Ratio of Male:Female of patients. AC: At the last meeting; the full demographics to all Surgery patients were requested i.e. female/male; age; BAME etc., AC will email data out. AE: Outlined reasons why there are more female to male doctors. - HG: Sip n chat group fliers – HG outlined the area that she and JA covered with the print of 180 Sip n Chat fliers . AE: suggests badge - AT: Discussed the number of attenders to the session. Five patients [all retirees] and 2 committee members. AT urged more PPG members to attend. - AT has obtained permission from the St. Aubyn's to use the downstairs restaurant area to hold promotion / information events. Invitation requests to be sent to Agencies i.e. AGE UK; Fire brigade. There is desperate need to engage with young people and families. Ideas sought. - HG: need more dates before next flier drop; posters; time. MT put info in Connor leaflets and promotes. - HG leaves meeting @ 2000; apologies - TI/AE: Facebook to get young people. Debate held on the merits of using Face Book. Many members were not convinced on the benefits of using Face Book. - AE: New GP Contract: prevent GP practices from failing -> 1500 pts per doctor in past. In North East England its now 3000+ patients per doctor. Networks -> North Kerrier (Camborne, Pool, Redruth). 68,000 patients. 7 days a week service -> responsibility shared by Network. - New staff: Pharmacists, Physios, Social prescribers, paramedics etc - CI-AE: asked who is Mounts Bay Medical Ltd. [MBM] and is it the same as Network? AE: Said these two bodies are not the same. MBM is a Federation of GP's who undertake clinical research in the West of Cornwall. Federation covers 100 thousand patients. AE stated he is a Director of the MBM and the money resulting from this research certainly supports the medical needs of Praze Surgery. - |
| | <p>8. cont. Articles - For Publication eg. Chronicle</p> <ul style="list-style-type: none"> - AM: deadline 16-3-19, but is for next issue April/May . Difficulties: forward planning needed. Content: pharmacist, Saturday clinics, Sip n chat - AT to confirm future dates with the St. Aubyn's. - Recycle content for Gwinear and ?other parishes. AM needs to know contacts. AT to look at Camborne parish. AM to email AC parish list |
| | <p>9. Future Meeting Venues / Times / Length of Meetings</p> <ul style="list-style-type: none"> - AT - ?start earlier. ?day time at Connor. AE: suggest alternate with Connor. Be mindful if you want a GP present start time will need to be from 1830. - AT: Next meeting to be held at Connor Downs at 18:45. |
| | <p>10. Recruitment of Chair & Secretary</p> <ul style="list-style-type: none"> - AT stepping down as Chair after tonight. With only AC, a very busy Practice Manager, providing the admin support it has been difficult to meet up to meet normal PPG deadlines. Only met with AC once outside of this meeting. Plea for admin support outside of the meeting time. - AE: need a secretary from within the group. - AT: Requested volunteers who must be patients to consider taking on one of three officer vacancies even if only on a temporary basis. - - AM: secretary to pull agenda together; admin. To save the chair doing all this too. ?consider advertising - AE: Practice cannot provide/fund secretary. Can provide notice boards for advertising. Discussion around what is expected of a secretary; hours of work; CI volunteered to look at the recruitment criteria based on the National PPG Association and help with the recruitment |

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| | <ul style="list-style-type: none">- TI: Communication between members. AE: WhatsApp group suggestion. Members thought there was some merit in this idea but it does not work for some; especially those who only use 'Pay as you go' and with no data.- AT: requested a sub group is set up to discuss the job description and recruitment process. - PS to assist with WhatsApp group setup - Vice Chair - post is still vacant. A request was made for a patient volunteer to take on the role. <p>PPG members Welcome to Dave (DG)</p> |
| | <p>Date of next meeting Wednesday 22.05.2019 at 18:45 <u>at Connor Downs Surgery</u></p> <p>For further Information on PRAZE PPG: http://www.prazesurgery.co.uk/ppg.aspx</p> |