**Patient Participation Group**

**Monday 16th January 2017**

**6.15pm**

Minutes

Present – Jonathan McConnell (Chair), Mike Dowling (GP), Melanie Chenoweth (Practice Manager), Cathy Bowley, Sue Lamble, Mike Wreford, Gemma Sampson, Chloe Barnes

Welcome to Chloe, all members introduced themselves

1. Minutes of previous meeting
2. Running out of space as practice list size continues to grow

The practice had a quote from Portakabin and the weekly hire rate and one off costs including ground works to set up a Portakabin at the front of the building to be able to extend reception would cost £50,898.00. This is unaffordable so the practice needs to think up a new idea to try and create at least another consulting room and to extend the waiting room and to create another room for reception. The practice has applied for additional funds to improve the premises, but we have not heard back and can only guess that NHS England no-longer have the money to offer practices now. Our list size is now 5062.

1. Update on staff new receptionists

Following on from Loren leaving us in the Autumn we now have to new receptionists Robyn and Sam. They both joined us at the beginning of November and have settled in very well.

1. Pharmacist – Kathryn

Kathryn is doing lots of medication reviews. She is continuing to do in-house training to the reception staff and to liaise with the local pharmacists. Our prescribing budget has always been impossible to keep within, but for the first time ever our prescribing figures have reduced. We have a new software which works well with our clinical system which helps with informing the prescriber of costs.

1. Working days per week 8am – 8pm

How is this possible for small practices? We are already struggling with the demand every day. There aren’t any GPs out there wanting to be partners or even salaried. We don’t have a supply of locum GPs leaving in close proximity to the practice, most live in Truro or beyond or Barnstaple. There is a huge shortage of GPs in this country now with 25% of the current workforce over the age of 50 and thinking of retiring in the next 10 years and there isn’t the numbers coming in behind to take over those places, let alone provide additional support.

AOB

Cathy gave us an update from Neetside Community Centre

Audiology are now at the community centre all day on a Wednesday. ( The surgery is unable to provide a room for them any longer as we need the consulting room.) Batteries are available at all time in reception at the Community Centre now, not the surgery.

Dr Dowling informed the group of his concern regarding the Mental Health provision and is looking at being a pilot for an internet based company who are looking at starting up soon.

NEXT MEETING – Monday 3rd April at 6pm