|  **Minutes of the Patient Participation Group (PPG) Meeting held 29th September 2022 at 17.30 at Cape Cornwall Surgery** |
| --- |
| **Attendees:**Ian Cary (IC), Tracy Hembrough (TH), Fiona Cock (FC), Joyce Lee (JL), Chris Goninan (CG), Marna Blundy (MB), Emma Martin (EM) Elisabeth Thomas {ET}**Apologies**No apologies received |
| **Summary of decisions made:*** PPG member vacancy to be posted in ST Just Brambles Nursery
* NHS App to be advertised within Surgeries
* Boundary Issue to be contested by PPG via letter to Commissioning Group
 |
| **Actions:** |
| * PPG Terms of Reference to be used as guidelines only
* ET to write to Commissioning Group re Boundary Issue
* CQC result to be added to surgery website when official notification received
 |
| **Key points of discussion** |
| **1. Information collected on opening times at Cape Cornwall Surgery**The issue of the surgery opening times and starting of the phone lines was again addressed. The surgery management had done some research into this the outcome was that to change the system would prove difficult. As St Clare was a shared premises the phones were synchronised to suit all surgeries, and these were set to open at 8.15am. The staff at all surgeries started work at 8.00am and needed to first 15 minutes to unlock rooms, set up computers etc and if indeed any patient who rang for an appointment was urgent, they would always be seen on the same day. **2. Pre booking policy** TH made the group aware that 50% of all face-to-face appointments for GPs were now available for staff to prebook. This was a recent change in policy. Indeed, today a face-to-face appointment was still available for a patient at 11.30 in the morning. The PPG felt this was an improvement to the service.**3. Feedback on the information regards the Surgery Service from Patients**This was a mixed response; some were still finding the phone system hard to navigate but some were full of praise for the service they received. CG brought up an issue of annual reviews which he had not received although his birthday was several months past. The system for annual reviews for Chronic Diseases was explained to the Group by TH. The patient in their birthday month is sent a text if the facility was made available to them, the next month a letter is sent and the third month a phone call is made. The issue with CG and his review would be investigated urgently.**4. Patient Access**MB had looked at the Patient Access App and found it most unhelpful and indeed some of the services advertised were marked with a £ sign indicating that they were payable. It was agreed to advertise the NHS App which was much more customer friendly and could be easily downloaded by anyone with internet access.**5. Staff Update** One recently employed nurse who lived in Helston had found a job in Falmouth and for obvious reasons was leaving Atlantic Medical to take up this post much nearer to her home. Another two very experienced nurses, Mrs Ros Luxford and Mrs Claire Trewern are leaving the practice. Ros is due to retire, and Clare is moving to another post elsewhere the Nurses posts were being advertised. The PPG thanked both nurses for their dedicated service over the years and wished them well. An advert for another GP posted nationally had not received a single response which was disappointing and worrying.**6. Annual reviews and recall system**This was documented earlier in the minutes**7. PPG terms of references** The members had read the Terms of Reference and thanked MB for her efforts in sourcing this. It was agreed to use this as guidelines but that the entire document was too prescriptive and would need adjusting to suit the Groups more informal nature. Issues of confidentiality were discussed, and this was seen as important and one that should always be undertaken. It was agreed that patient names were never used, and problems were always talked about generally.**8. New PPG members** MB had a member of the public enquire about joining the PPG but nothing further had been heard from the lady. It was acknowledged that younger patients led busy lives working and juggling child-care so a difficult cohort of patients to encourage onto the group. EM would ask to put up a notice in the local Brambles Nursery in the hope that a younger mum or dad might be encouraged to join.**9. Practice Boundary**A request to change the boundary of Cape Cornwall back to its original had been rejected by the local Commissioning Group. The PPG felt this boundary was unsafe for all patients and ET would write a letter to stress the importance of the change for our patients. It was noted in the letter that Cape Cornwall was describes as a Branch Surgery and it was always understood that joining Alverton Surgery had been a merger not a take-over. This may be discussed further. |
| **Next Meeting: Thursday 26th January 2023 at St Clare** |