



Notes of the Meeting – Thursday 21st February 2019

10 am – Pattern Hall

Present: Sandra Francis (SF) – Chair; Terry Thorneycroft (TT); Lyn Whittington (LW); Mike Chipman (MC); Shirley Williams (SW); John Biles (JB); June Godfrey (JG); Chris Harlow (CH); Amanda Jones (AJ); Alan Orme (AO); Jackie Bull (JB); Ros Atkinson (RA); Kirsty Koch(KK);

In attendance: Anita Howard (AH) – SAHC – Note-taker.

Apologies: Bridget Sampson (BS) – SAHC Managing Partner; Dr A James; Chrissie Knight (CK); Margaret Phillips (MP); Shirley Polmounter (SP); Lottie the Labrador.

1: Welcome & Guest Speaker: SF opened the meeting, welcoming members along and introduced Bill Davies from Volunteer Cornwall. Bill firstly commented that this was the best attended PPG he has ever been to! Bill's role is as a community maker - a link between the community and voluntary sector, and health – working closely with Social Prescribing at St Austell Healthcare. He also works with Pentreath - supporting young people who are on waiting lists for mental health input. He feels St Austell Healthcare is very lucky to have such an amazing social prescribing team led by Hayley – other surgeries do not have such great teams. Bill offered support for any events the PPG may be holding. Sandra thanked Bill for attending.

2: Notes of the Last Meeting: Everyone had received the notes of the last meeting and agreed they were correct.

Matters Arising:

- Andrea Melluish is visiting the PPG meeting again in April.
- AO recently attended a meeting regarding an online consultation system, Klinik. He explained that it asked a long series of questions and then prioritised patients – he commented that he would not recommend it.
- Discussion re items the Practice would possibly like the PPG to donate from the PPG funds. Suggested a contribution towards Baxter Pumps for the new Haematology clinics; a portable ECG machine or funding “zero tolerance” posters. JG asked about the 24 hour ECG machines that had been mentioned previously. AO mentioned that some of the smart watches have heart rate recorders on them and wondered if this would be something that could be considered. SF will feed this

back to BS and the Partners. All members were happy for SF to make the final decision.

3: Treasurers Report: No formal report as CK not present, however balance remains at £3306.22.

4: Update from Managing Partner: AH gave a brief update on behalf of BS.

- The new GP contract has been distributed. BS will update about this at the next meeting.
- The Practice now has Dr Nataliya Klid as a salaried GP 2 days per week. She has a special interest in ENT work within general practice.
- Two mental health practitioners have been employed – the aim is for them to take urgent same day mental health “crises” patients as well as doing mental health reviews and support.
- Two MSK physiotherapists have also been employed and have just started work with the practice - they will predominantly deal with urgent cases for an initial assessment and signposting. They, along with the mental health practitioners, should help to reduce the workload of the GPs.
- Other new staff include 4 new receptionists and 3 HCA’s (2 of which have progressed within SAHC, one external) and a new male minor illness nurse who is starting next month.
- Dr Hickey returns from maternity leave mid-March and will be working at Park 1 day per week. Dr Farrance is also due back in the next couple of months.
- Haematology now have a start date of the 1st of April. This will be every Wednesday and Thursday – patients will attend for blood transfusions or infusions and it will save those patients who are suitable for treatment here travelling to the Headland Unit. In turn this will free up space at RCHT to enable them to treat more Chemotherapy patients. The PPG will be invited to have a tour when the room is complete, before the service starts.
- More Glaucoma clinics will be commencing soon – these will be Consultant led clinics, run by Mr Coker every Tuesday and alternate Wednesdays. No confirmation of start date for this yet.

5: Chair Update:

- SF read a thank you letter from the St Austell Golf club following the Christmas lunch for elderly and vulnerable patients in December, for which the PPG donated £50. SF said that this was an amazing event and it is being repeated this year.
- Andrea Melliush from the AHSN will be attending the next meeting, following up from her visit in November.
- Ben Mitchell from the CCG is visiting Park to spread the word to patients about winter wellness and the appropriate services to use (ie try pharmacist first etc) and he would like a PPG member with him to hand out leaflets etc. Volunteers were arranged for this. SF will be visiting St Austell College with Ben on the 11th March to spread the word to the students there as well.

6: Any Other Business:

- Some members expressed some recent issues they have had with the practice. SF suggested that it would be more appropriate that these be raised as a formal agenda item at the next meeting when BS will be present. Members to bring examples of their issues to the next meeting.

Date of Next Meeting: Thursday 25th April