

Notes of PPG Meeting held on the 28th July 2022

Present

Shirley Polmounter – Chairman

Katrina Rundle

Margaret Phillips

Janet Lockyear

Pietro Abate

Normal Jarman

Carol Birchall

Teresa Morris

Chrissie Knight

Sandra Francis

Alan Lawler – Business Manager

Dr Stephen Gray

Apologies

Jackie Bull

Deborah George

Roger Jones

The meeting started with all attendees introducing themselves

The Chairman issued a vote of thanks to Norma for attending the Charlestown Flower Festival Craft Fayre and for raising £150 from the sale of her items. A total of £203.50 was raised for the PPG in total over the 4 days

The Chairman reported that the Group had been awarded £5000 for distribution in the community under the Surviving Winter Fuel Grant. Means of effectively distributing the money were discussed and it was agreed that a meeting would be set up with the Social Prescribing Team at the Surgery to determine who is most in need. It was also suggested that local schools could be a useful source of ideas. Alan to find out how best to proceed with this. It was felt that at least 3 members are needed to deal with the grant distribution.

Executive Business Manager Report

The new access system,(Klinik) designed to free up telephone lines was introduced 3 weeks ago. The system provided more information to enable Doctors to assess and manage cases based on urgency of care required. It is obviously early days and the system is being assessed and adjustments considered where necessary. Concern was raised at the difficulties being experienced in some areas with phone signal and the ability to receive texts. Alan advised that all patients have the option to received messages by e-mail in preference to texts and he agreed to ensure that his staff advise patients of this option. Some problems with accessing the System-One Online are being experience and it was suggested that a link to the log-in page would be helpful.

There are 2 new doctors arriving shortly. One doing 2 days per week and the other doing 3 days per week. Grant Joseph is also back on a temporary basis. A new paediatric nurse and started and a new Executive Lead nurse will be starting in August. A new Deputy Practice Manager will be starting in September.

Flu jabs will start to be administered in September. A separate Covid booster will also be available for those entitled to receive it. Invites will be sent out in the coming weeks. The question of administering injections to carers when home visits are undertaken was raised. Unfortunately it is not always possible to do this due to the composition and storage requirements, particularly of the Covid injection.

General

Concern was raised that there appear to have been several cases where heart monitors have not operated correctly. Dr Gray advised that such monitors cannot pick up certain heart conditions and in such cases patients are referred to hospital for testing on specialised equipment.

Concern was also raised that patients are often required to incur high transport costs to get to a particular surgery. It was confirmed that patients have the option to attend whichever surgery they prefer, even if there are earlier appointments at other surgeries.

The question of medication reviews was raised. It was confirmed that such reviews do not require a face to face consultation with a doctor and are usually carried out by the Pharmacy Team with reference to a doctor only when required.

Chrissie Knight expressed her wish to stand down as Treasurer for the Group. The Chairman asked for volunteers to undertake the role and for two others to be signatories on cheques. Pietro Abate advised that he would be willing to undertake the role of Treasurer. Katrina Rundle volunteered to be a signatory on the account.

A collection of books had been donated by Sandra. It was suggested that the Flu Clinics could be used as a venue to sell them in aid of funds and the Chairman asked for any further ideas for events at which fundraising could be held. Any books left over after the clinics could be taken to the food bank if allowed.

Concern was raised again about the mis-communication which occurred over the surgery being closed over the Easter period. Alan confirmed that this was being addressed and that it was the doctors' lists which were closed over this period and not the surgery itself.

The Chairman passed the completed feedback forms obtained at the Charlestown Fayre to Alan. They were mainly positive with only one negative.

The date of the next Meeting is at 10.30am on 29th September 2022 at The Patten Hall, Charlestown, St. Austell

The Meeting closed at 12.30pm