

ST AUSTELL HEALTHCARE PATIENT PARTICIPATION GROUP

Meeting 27th Jan 2022

Present:

Shirley Polmounter - Chairman
Ann Bishop
Sandra Francis
Deborah George
Chris Harlow
Norma Jarman
Amanda Jones
Chrissie Knight
Liz Meldon Smith
Margaret Phillips

Apologies:

Jackie Bull, Deborah Hinton

It was sadly noted that Ros Atkinson had been in touch to state that her hearing no longer allowed meeting attendance. However, Ros would still wish to volunteer with events such as raffles. This was noted with gratitude for Ros's service on the Group.

The Chairman welcomed new members, Ann Bishop and Liz Meldon-Smith.

Matters Arising:

A correction to be made to the previous meeting notes whereby 'defunct' be changed to 'integrated.'

SP apologised for not attending the Dec.Town Council meeting

Update from Exec Business Manager -Alan Lawler:

Alan reported on the last few months' activities in terms of covid vaccinations, online booking service and the resignation of a Practice partner who will be sadly missed.

He reported that the Ophthalmology Service would be extended and a further three nurses had been recruited within the Practice.

Alan referred to questions that had been asked at the November meeting, stating: the telephone system will be reviewed in Sept when the current contract expires. However, investigations on the Klik-it system are taking place and it is thought this maybe more advantageous for a large Practice.

Also being considered is a simplified sample box system with signs saying times submitted.

The Practice website had been updated in January and signage for the disabled put in place at the surgery.

Other Business:

A discussion took place regarding the present system of non urgent call back cases given an approximate time of 'within the next 5 days'. The request was made, by the Group, that patients are given a more precise time i.e. a specific day even if it is 5 days time.

A report from the central PPG Meeting which the chairman attended is attached

Publicity around the donation of crash trolleys to be arranged

The Chairman reported that she had obtained a £4000 grant to assist people with fuel and food poverty, to be given out at the Gover Food Larder and Remake Larder. Chairman explained that people had to sign for receipt of the monies, their names withheld if so wished, but health problems to be disclosed together with other problems. It was agreed that Norma would be helping the Chairman with this endeavour.

The meeting finished at 12 noon.

Date and time of next meeting March 31st at 10.30.