# Notes from St/Austell Healthcare Patient Participation Group

July 27th 3023

Present:

Shirley Polmounter, Margaret Phillips, Carol Birchall, Sandra Francis, Norma Jarman, Pietro Abate. Roger Jones.

In attendance:

Head of Finance and Complaints Manager.

Apologies: Jackie Bull, Deborah George, Sandra George, Sylvia Goldsack.

Matters from previous minutes:

The 5 to 10 day timescale given to patients for a call back from the Surgery had been discussed, this now is being looked at again, Tash stated that the Klinik system did give a more appropriate timescale as patients were required to fill in times applicable to them.

Treasurer:

Stated that £1118.72 as last time but in the middle of the month we received an £8,000 grant this was paid into special account for the Social Prescribing Team.

Chairman stated that she had £23 from sale of books and jigsaws from Mevagissey Feast Week, monies would be transferred to PPG account.

Treasurer gave cheque books etc to Sandra Francis, the other signatury of the PPG account, as he will be away for several weeks having an operation etc. It is expected that in future monies will be able to be paid by transfer etc as account now moved to a Community Account.

Chairman’s report:

Chairman stated that immediately after the last meeting she was informed by phone that we had been successful in obtaining a grant to enable some of our children with various mental health issues to participate in various known activities to help with their problems.

Chairman read out the breakdown as given to the Funders and to the Social Prescribing Team which needs to be adhered to.

It was commented on that the various help given by the Social Prescribing team alleviates some of the pressure on the Doctors and members of the Surgery.

Chairman stated that Several members helped at the final day of Mevagissey Feast Week with selling books and jigsaws, mainly getting people to fill in forms if they had problems with their healthcare,they could choose to sign their names or not, this was in response to the numerous complaints that had been received and mentioned in the village. Completed forms were given to Anita at the meeting. No one signed their name.

Chairman asked as to where and when the Lung Cancer Van as advertised on TV as coming to St.Austell. Tash explained that as yet all they were asked was where was a suitable venue, but she would endevour to get info as soon as possible, but different elements of the NHS do not neccessarily share instant information !!

Natercia (Tash) informed group that Klinik had offered to come to St.Austell to talk to a large group of people and explain how it works, the benefits etc , because SAHC has seen the users drop and revert to the the lengthy phone calls and waiting times.

It has been agreed that the morning will be in St.Austell, Thursday October 4th, and afternoon at Mevagissey, approx numbers needed, it was suggested that probably mainly older groups required.

Tash said they were working on the ability to enable Derriford to see the same records as seen here and vice versa. Some letters re patients come through the post as some of the Secretaries now work from home.

Query on a Receptionist that rings to give a result of a test, should be able to answer‚ what does that mean otherwise no point in ringing.

General discussion on various aspects of appointments being in St.Austell as not enough medical staff to man Mevagissey surgery.

Anita, Complaints and Monitoring Officer:

Anita produced a sheet with the amount of 50 complaints from the past 12 months, St.Austell 41, all letters with names and addresses are answered, previous year 61.

Not upheld 23, partially upheld 14, upheld 4.

Resolved by letter 38, by phone / in person 3.

Comprhensive list of each dept . Given to each committee member.

The complaints received via NHS England usually have a full clinical review, these have been positive regarding SAHC and are shared with clinician involved.

14 patients were sent warning letters, one received an 8 day removal due to forging sick notes from the GP practice. Incidents of aggressive behavior are not being reported, this is an area for focus with the staff.

Received 3.300 responses to the friends and family test recently, overall 92.5% have rated either very good or good, 3.5% have said neither good or poor, 1.95% have rated poor, 2.1% very poor, 0.5% dont know.

Comments made as to Penrice Hospital now not being a drop in, St.Austell being the largest town should have this facility, if used as previously it would be able to ease Treliske.

Tash and Anita were thanked for their input and full and general discussion.

Meeting closed 12.15. next meeting is the AGM in September – last Thursday of the month.