PPG Meeting 25th January minutes of the meeting

Attendees: - Chairman -Shirley Polmounter, Treasurer -Pietro Abate, Angela Taylor. Jackie Stagg, Margaret Phillips, Roger Jones, Diane Hopwood.

Alan Lawler SAHC, Dawn Stoddern C.C. speaker

Apologies: - Alan and Lesley Dibb, Irene Fullerton, Sandra Francis, Jackie Bill, Norma Jarman, Carol Birchall and Silvia Goldsack.

Shirley welcomed everyone, apologised for not meeting since September AGM, November meeting cancelled owing to weather , as nothing urgent decided not to have special meeting in December.

**Matters arising from September**,

Re the grant obtained for Social Prescribing Team re Children’s Mental Health, this grant near to completion, hope to access other suitable grants when available.

**Chairmans report**

Flu clinics were well attended. Norma with help ran the raffle and found that the younger attendees didn’t use cash, next time we need to use our card machine. Query from patients as to whether chemist will continue to automatically reorder medication for patient, Alan explained that this continues until the prescription states when the patient needs a review, sometimes 6 months.

Once again comments re time taken for prescriptions Alan explained that this can happen because either patient hasn’t allowed enough time for the repeat prescription to be authorised or the pharmacists needed to review the repeat prescriptions. We generally have 2 days of prescriptions waiting to be entered into our system to be signed off, but we tell patients to allow for up to 7 days for this to take place.

**Treasurers report**

Current total standing at £2,089.92. Since the 13th December I have been trying to add a third signature to the bank card and this has been proving difficult and a nightmare as cannot seem to speak with anyone (still ongoing).

**Chairman introduced Dawn Stoddern Digital and Social Inclusion Lead from Cornwall Council.**

Dawn explained that A Digital Health Champion is someone who helps people use the internet to manage their Health and wellbeing, she gave several examples of organisations that they are involved with, helping people to use digital skills to access quicker efficient help, She is seeking persons who are willing to help and speak to people with limited IT skills to enable them to feel confident. To reduce inappropriate demand, offer a patient-centric model meaning people get the help they need.

There is also a lending scheme for organisations based in Cornwall. The devices and connectivity are for use with anyone either digitally excluded or lacking basic skills.

Dawn is asking organisations to nominate Digital Champion/s, they will provide kit and connectivity at no extra cost to the organisation. Shirley stated that we already had two people who are willing to help., and would hope to get more. She thanked Dawn for her very informative and interesting talk., and look forward to seeing her in the near future with an update.

**Executive Report**

Alan also explained the benefits to patients and staff of the NHS app which can be used in managing and reordering repeat prescriptions. Once the repeat is requested in the APP it it transfers directly to the Practice clinic system and does not involve manually entering from a paper prescription. This saves time and reduces data entry errors. We currently have a 1500 repeat prescription a day coming through. We are trying to encourage patients to use the digital devices. The app can also be used to review test results and check other information related to your healthcare. Our website has some useful information on this under the banner ‘ Do more with the NHS APP’ and I recommend you check it out.

Alan stated that one of our GP Partners Dr. Smith is now on the ICB Board. The St. Austell Area does not have the Walk In facility for urgent care as Bodmin , Cambourne and other towns have. We have recently agreed with the ICB for additional capacity in Penrice hospital for minor illness. This is funded by them and it’s a separate service to the Minor Injury unit there. Patients will still contact the GP practice with their ailment and if appropriate they may be asked to attend the Penrice service. This service is called the primary care hub and again there is information and a video of the location on our website. Other local GP practices can access this also.

Funding Is a challenge with the increase in the National Living Wage of over 9 % and we do not expect this to be reflected in the practice budget increase for 2024/25 as this did not happen last year either. A significant amount of our time and funding is directed at Urgent care minor illness and the challenge we have is to maintain a focus on the patients who need our expertise most i.e. frail elderly, long term conditions. This is why the Penrice Hub is important. Pressures on social care and health care budgets are well documented in the news. We have a good relationship with the ICB and are always open to new ideas and ways of working.

Unfortunately, we had incurred a back log of blood test but have managed to clear this down significantly by running additional clinics.

Alan brought with him the short film from social prescribing showing some of the children who had benefited from the funding secured by Social Prescribing. This is an example of what funds raised by the PPG or secured via grants can do.

**Surgeries community workers**

Community health workers have now been in post for a while, and we have 2yrs of funding obtained to help in our deprived areas.

The aim is to assist in as many ways as possible to help the many households/families in our area to cope with day-to-day problems.

We asked for one of the workers to attend and talk at our next meeting and hopefully we can be of use to them.

Meeting closed at 12.20pm