**Notes of the Meeting – Thursday 27th May 2021**

**10 am – Pattern Hall**

**Present:**Sandra Francis (SF) – Chair;Ros Atkinson (RA);Jackie Bull(JB); Mike Chipman (MC); June Godfrey (JG); Chris Harlow (CH); Amanda Jones (AJ); Margaret Phillips (MP); Shirley Polmounter (SP); Lyn Whittington (LW).

**In attendance**: Stephen Gray (SG), GP Partner SAHC; Alan Lawler, Executive Strategic Business Manager (AL); Anita Johns (AJ), SAHC – Julie Henebury (JH) SAHC Note-taker

**Apologies:** John Biles; Chrissie Knight; Alan Orme.

**1: Welcome:** SF opened the meeting and welcomed everyone, it is a while since the group last met due to the pandemic, the last meeting was held 20th February 2020. Apologies were received as noted above. SF mentioned that unfortunately John Biles has had to resign from the committee for personal reasons – SF said that she has written to him.

**2: Update from Dr Stephen Gray, Managing Partner:**

* The past year has been an eventful one for everyone, both staff and patients.
* Update from last meeting – At that time BS was due to retire from her position and her replacement to commence post on 1st April 2020. However, the pandemic struck, to ensure continuity during such uncertain times, she kindly agreed to stay. The practice then agreed to take on Mevagissey Surgery, BS said she would stay and help oversee this process. She is now formally retired, but currently undertakes some PCN consultancy work for us, this is due to finish at the end of June 2021. In the interim, SG said he took on ‘caretaker’ role for the practice for a while; this was never intended to be long term.
* SG introduced Alan Lawler who has taken over the role of BS, SG said we are very lucky to have him. AL has a wealth of experience; he has managed hospitals in the Middle East and worked for health organisations in the UK. Practices are becoming increasingly complex to run, AL is taking on a huge role, he commenced in post 1st April 2021.
* Jonathan Childs has left to take on a new management role at Penrice House; Natercia Hughes has been appointed to the role of Finance Manager, she is a Chartered Accountant; SG said that practice finances are increasingly complex and feels sure NH will do an excellent job. SG said SAHC have a strong management team.
* Covid has affected the way we all work, SG said during the first lockdown April/May 2020 the practice was fairly quiet, it felt a strange time for everyone. Currently due to social distancing and infection control measures we are unable to see the normal volume of patients. We are waiting for 21st June 2021 to find out if the Government will lift restrictions and return to normal. Currently we are running a complete triage model, we operated telephone triage previously. Continuity of care has been impacted during the pandemic as GP waiting lists were closed, when we move back to this continuity of care will return. There is much pressure on practices and level of demand is high, this is the same for hospitals.
* Clinical Staffing: Dr Nataliya Klid is returning to Swindon at the end of July due to personal reasons. There is great difficulty recruiting GPs nationally at the current time. Dr Grant Joseph will be returning to work as a Locum GP with us for three months over the summer period, noted it is also difficult to employ Locum GPs at the moment.
* Physician Associates (PA) - usually two year training course for graduates, we have employed Paul Madden as a PA on a full time contract to work at the Hub. We have advertised for a further two PAs. We have advertised for a Contraception Nurse; we currently have one MSK Physiotherapist. One nurse has left, we have advertised for a replacement.
* We now have three mental health practitioners.
* Mevagissey Surgery is running well, current contract runs until September 2022, CCG will review/negotiate as appropriate.
* Covid vaccination clinics have gone very well, next week will be busy with patients booked for their second jabs.
* We will continue to provide Covid vaccinations one day per week as agreed with CCG. Non-practice staff have stepped in to help with delivering Covid vaccinations which has been a massive help with regard to staffing and keeping the practice running smoothly.
* Health and Social Care Secretary, Matt Hancock, came to visit Covid vaccination clinic at Carlyon House on 24th May 2021. Agreed wonderful to have national recognition.
* Telephones – issue picked up by CQC. AL informed the PPG he has set up a working group to look at ways of improving the phone system further.
* Carlyon Suite, 3rd floor WN, offers ophthalmology glaucoma services provided locally by RCHT. The Crinnis Suite, 2nd floor WN, offers haematology services locally by RCHT, this includes blood transfusions, immunoglobins and non-chemotherapy infusions. Headland Unit, RCHT, patients are also offered treatment locally. AL said it may be possible to expand on some of these services, possibly vascular procedures, MS treatments. These services do not detract from the GP services available.
* SG said in summing up that it has been a very busy and unstable year due to the pandemic, he said staff have all pulled together and worked tremendously hard throughout. Kind words and thanks from patients are much appreciated and mean a great deal to all staff.

**SF asked the group if they had any questions or comments to make:**

* Phones - JB said she could see no issue regarding the phones at the current time, she telephoned recently and the call was picked up quite quickly, approximately 8 minutes which she thought quite acceptable. AL said again that work is in progress to help improve the telephone system further.
* Mental Health Services - SP asked about mental health services, SG said we have tried very hard to forge and improve relationships with CMHT. SAHC decided to employ their own MHPs, Richard Tonkin (RT) is a very experienced MHP and is the Cornwall representative for CPNs. In addition we have Louise Padley (LP), both RT and LP worked for CMHT previously. Recently we have employed Samantha Martin who also worked for CMHT. They provide an excellent service. Dr Laura Ashton is CAMHS lead for the practice and we now have our own child mental health meetings led by LA, CAMHS representatives attend the meetings. CAMHS has very long waiting times, the most problematic children are seen, however, other waits are extremely long – for example, autism assessment is around two years. The provision we have put in for mental health services is helping to bridge the gap that exists. All surgeries will eventually be expected to have some mental health provision.
* Vaccination Clinics - SF asked about flu clinics, SG said we are going to carry on using Carlyon House for vaccination clinics for as long as possible – the clinics have run very smoothly there; it is a very spacious building. SF mentioned about volunteers helping at the flu clinics and potential to raise funds, SG said planning will start soon and vaccines have been ordered, will keep PPG updated. Covid vaccination boosters – no guidance has been received regarding this as yet. SG said that the Pfizer vaccine can be stored in the fridge for 31 days which will make organisation of future clinics much easier to plan.
* Integration team have undertaken home visits to administer Covid vaccinations for housebound and vulnerable patients.
* SG said PPG will be kept updated regarding vaccination clinics as good opportunity for PPG publicity and fund raising opportunities.
* Confirmed that due to infection control and social distancing rules, PPG fund raising would not have been possible at the Covid vaccination clinics held previously.
* SF, on behalf of PPG, thanked SAHC for the very well planned and delivered Covid vaccination programme, which is still continuing. AL agreed with this and commented that SAHC have done an amazing job.
* Publicity - JB asked about publicity/press coverage for SAHC – SG said that Facebook can be useful and helped during lockdown. There has been some coverage of the practice on Heart Radio and Sky News. BBC did an interview but disappointingly did not use it. Opinion regarding SAHC is changing, there are now many positive comments rather than negative, many people now think a good service is offered. There are still some negative comments made, many of which are unjustified.
* We have recently won three ‘Hidden Heroes’ awards. These are awards put in place to identify and reward individuals and teams who otherwise would go without recognition, and try to highlight work that in general the public do not hear about. SAHC won an award, the other two awards went to the Pharmacy Team, and Rebecca Birch, Data Manager, who worked really hard to solve data problems associated with Mevagissey Surgery.
* Royal Visit to SAHC by the Duke and Duchess of Cornwall on 21st July 2020.
* Further discussion regarding publicity/media – more coverage on social media than papers, suggested contacting reporter at St Austell Voice. AL said he previously worked for CNN news for 10 years and we can look further into media coverage but to be mindful that there are constraints, reporting has to be balanced to fit in with CCG media coverage and management.

SF thanked SG for his comprehensive update of the last year.

**3: Treasurers Report:**

* CK has sent apologies, there will be an updated report at the next meeting.
* Pulse oximeters purchased, these have proved to be invaluable.

**4: Chair Update:** SF said she has joined St Austell PCN group, the aim of the group is to improve health and well-being of all people. She said she has attended one meeting to date. In addition she is a member of Central PPG group, all PPGs in central Cornwall meet to share ideas, and inform each other of latest news and developments. She will keep the PPG updated.

* SG confirmed that SAHC is a veteran friendly practice.

Discussion about fundraising ideas and possibilities, some of which were suggested at the last meeting.

* Marquee (arts and crafts) at Britannia Inn was discussed – agreed this may not be viable at the present time, to discuss again in July with a view to hiring marquee October/November 2021.
* Empty shop – discussed at last meeting. SP said this would be a complicated option, particularly as there would likely be no electricity switched on.
* ‘Name the Teddy’ was mentioned again, to discuss at next meeting
* To discuss at next Partners meeting what equipment we would like PPG to fundraise for us.
* SG thanked PPG for purchase of stand aid, bladder scanner and pulse oximeters, they have proved to be invaluable.

Anita Johns, due to other work commitments, will no longer clerk PPG meetings, Julie Henebury has agreed to take on this role and was welcomed by SF. On behalf of the group, Sandra thanked Anita Johns for all her hard work and support she has given to the PPG. Sandra presented Anita with a beautiful bouquet of flowers and gift from the PPG.

**5: Any Other Business:**

* SF informed everyone that she may be unable to attend all PPG meetings in the future. In the interim SP suggested that she deputise as Chair for SF at the meetings, and SF continue to attend outside meetings. This will be brought to the Partners for discussion and approval.
* Membership of the group was discussed, SF said we need to attract some younger people to join the PPG. It was felt a wider cross section of people is needed. AJ agreed that she will post an advert on the practice Facebook page. It was suggested that Hayley Burgoyne, Social Prescribing, be approached as she has volunteers helping and some of them may like to join the PPG. Also suggested to approach Hayley to come and talk to the group about the services Social Prescribing offer to patients.

SF thanked everyone for attending and closed the meeting.

**Date of Next Meeting: Thursday 22nd July 2021, 10am, Pattern Hall, Charlestown**