

ST AUSTELL HEALTHCARE PATIENT PARTICIPATION GROUP

November 18th 2021

Present: Shirley Polmounter - Chairperson

Deborah George

Chris Harlow

Deborah Hinton

Norma Jarman

Margaret Phillips

Lynn Whittington

Shirley welcomed Deborah Hinton, of Gorran Haven, as a new member and, in opening the meeting explained that, unfortunately, no representative of St Austell Healthcare Practice was able to attend the meeting.

Shirley also mentioned that Deborah had suggested the now defunct PPG at Mevagissey should amalgamate with the St Austell PPG. She reinforced that PPG guidelines clearly state each Practice should only have one PPG.

Apologies:

Ros Atkinson

Sandra Francis

Amanda Jones

Chrissie Knight

Alan Lawler

Lynn Whittington (early departure)

Matters Arising from September Meeting:

- Flu Clinic £1,088 taken from first three clinics' PPG raffle
- £314.70 was taken at the subsequent sessions

Total £1,402.70

The PPG has, therefore, raised enough money to purchase one crash trolley. Shirley thanked Chris for paying for the pop up sign used at the Clinics.

There was consensual agreement on using PPG funds, already accrued, in order to increase the above amounts to enable the donation of two crash trolleys which would leave approximately £200 as a float for the PPG.

Update from SAHC:

The Chairperson read out a report from Alan Lawler of St Austell Healthcare beginning with apologies and explaining that a diary error had allowed an Executive Strategy Meeting to take place at the same time as the PPG and the Strategy Meeting had to take priority.

The report included points as follows:

- Three more covid clinics taking place in November/December and starting again in January with all bookings via the national booking system.
- Flu clinic planned for 20/11 for under 65s with approximately 1150 expected to attend and again on 4/12 with approx 600 slots. Thanks given to the PPG for fundraising efforts.
- The whole Cornwall health system has been under pressure since the Summer with significant wait times for ambulances, busy hospital and a rise in demand with telephone calls exceeding 21,000 per month.
- Continuing to see patients face to face as through the entire pandemic with telephone and video usage where appropriate and it is believe a good balance in place.
- A blood bottle shortage has been experienced but now resolved.
- Two new Clinical Pharmacists, a contraception/women's health nurse and a new Physician associate appointed since the Summer.
- Hayley Burgoyne, Social Prescribing Nurse, has left the practice and been replaced by Jack Watterson.
- The Practice continues to review processes and improve patient access

Alan offered to answer any questions put, by the PPG, via the Chairman and to ensure future attendance at the Group's meetings.

There was a short discussion on whether SAHC were continuing to value the PPG and also the decline of members in the Group. Shirley reinforced the need for the PPG to pursue community consultation as required within PPG guidelines in order to retain impact.

It was suggested that publicity should be sought, during the handover of monies for the crash trolley and recruitment to form part of that publicity.

There were also suggestions around the need for recruitment of more disabled people within the PPG.

It was agreed that Jack Watterson should be invited to a Group meeting.

It was suggested and agreed that a future meeting should include a discussion on best practice for a PPG leading to a leaflet printed to give to PPG members and to be used as a 'help' leaflet.

It was agreed that the Chairman would attend St Austell TC, Mevagissey and Gorran Haven Parish Councils to ask Cllrs to take informal views from residents on the SAHC.

Chairman's Report:

Most subjects have been covered throughout the meeting. However, there was discussion on people's non likelihood, nowadays, to carry cash impacting upon fundraising activities such as the flu clinics. There was information presented on brands of card machine which do take a very small amount of interest for the service. The Group would have to register the bank account in order to access this service. It was thought that people would feel able to be generous with a card. There was agreement that a card machine would be a positive step and agreement on the pursuance of such a machine.

Ideas for way Forward:

- There was discussion on venue for a fundraising activity, eg Britannia. This was acknowledged to be a good venue.
- Piggybacking onto someone else's larger event, in the Springtime, was suggested. Everyone to consider possible events and email the Chairman with ideas.
- Shirley to ask SAHC when a pilot for 'name the bear' could be tried at one of the Health Care venues.

Any Other Business:

Queries the Chairman was requested to forward to SAHC

- The reason for housebound people not yet receiving covid or flu jabs?
- An update on the telephone system and refurbishment of reception at Wheal Northey to incorporate a confidential area.?
- Update on the sample system and timings to ensure patients receive good treatment.
- SAHC is not updating the website and awareness of this to be raised with Alan Lawler
- Signage need at the surgery to reinforce where disabled access can be gained.

Date of Next Meeting:

January 27th

March 31st

May 26th

July 28th

September 29th

November 24th

