

Minutes of the meeting of the

Saltash Health Centre Patient Participation Group

Wednesday 4th January 2023

Present: George Muirhead, Chair (GM), Peter Clements (PC), Sue Latham (SL), Rachel Mullenger (RM), Judith Tapp (JT), Rachel Bullock (RB), Sue Mackenzie (SM), Mandy Thompson (MT), Steph Carter (SC), Valerie Taplin (VT)

	<u>Action</u>
<p>GM welcomed Rachel Mullenger (representing AT) and new member Valerie Taplin. GM stated the aim of the group for this year was to see better health provision for the patients of Saltash. There was currently a big opportunity for improving health care delivery in terms of buildings, motivation and momentum between the two surgeries.</p>	
<p>1. Apologies Avril Tozer, Fliss Hedge, Daniel Best, Robert Stone, Sharon Lambert.</p>	
<p>2. Approval of minutes Minutes of the Annual General meeting held on 23rd November 2022 were agreed as an accurate record.</p>	
<p>3. Matters arising Patient Experience Lead: GM asked if there had been any progress regarding this potential staff development opportunity and help for patients. RM had no feedback but would discuss with AT.</p>	RM
<p>Project Manager: RM also agreed to follow up with AT the bid by Paula Bland for a Manager to look at health care and how buildings could best be used in Saltash.</p>	RM
<p>DCCR: RM confirmed that the surgery was in the final cohort of this initiative at a date to be advised.</p>	
<p>Red-flagged patients: RM said that 'reminders' were used and this could be a reminder that the patient was vulnerable.</p>	
<p>Duplication of messages and texts re appointments: RM explained the process. A text is sent asking a patient to ring to be offered an appointment. If the patient does not ring a letter is sent. RM confirmed that reminder messages are sent the day before appointments.</p>	
<p>The Saltash Voice: RB had contacted Warren Wilkins who is happy to include articles about the PPGs. GM will ask PT to contact him regarding this.</p>	GM
<p>4. Practice update RM reported:</p> <ul style="list-style-type: none">• Routine appointments had been reduced over the Christmas and New Year period in order to deal with winter viruses• Highest number of triages received on 3rd January, 186 compared with usual number, just under 100.• A replacement for Dr Egwim had been recruited and would start in February 2023. Current complement 4 partners and 4 salaried doctors.• Staff helped with the Plymouth soup run• Dress down Friday this month raised £80 for Marie Curie• Enhanced access clinics starting this week. Nurse clinics alternate Wednesday evenings and GP available for face to face appointments on Tuesday evenings.	

<p>5. PPGs/Practices meeting RB said the meeting was enlightening and very positive for the future. Both practices were experiencing the same problems and were keen to work together on solutions. GM said it was imperative that clinicians lead the process, identifying the priorities for Saltash patients and what they are able to deliver. The intention was better service for patients and more support for the surgeries.</p> <p>It was suggested by PC, and agreed, that RB would replace him on the Joint PPG and attend the PPGs/Practices meetings in future. (Next meeting 8th February).</p> <p>6. Prescription Issues It is not clear who has responsibility for notifying the patient when prescribed medicines were unavailable at pharmacy. GM had met with Toby at Tamar Pharmacy who agreed that communication was not as good as it could be and felt a meeting would be very helpful. This is a grey area which should be clarified.</p> <p>The group discussed the many problems and possible alternatives to the current process for prescribing and collecting medicines.</p> <p>The PPG has offered to attend a meeting with pharmacists and managers and GM felt strongly that this should be prioritised.</p> <p>7. Action Table update Going Green: Collecting sweet tubs for recycling through the library. There was no reported progress with actions towards the Bronze level award. SM would continue to follow this up with the practice.</p> <p>Complaints: GM reminded the group that this is not for individual complaints. We listen to patients' complaints, and compliments. Members attend the town councillor meetings with the public using the Friends & Family survey to seek opinions. GM asked other PPG members to attend the next consultation on the High Street. There is also a Your Voice mailbox in the community enterprises kitchen in Fore Street. MT collects post from here and forwards on to the relevant PPG chair.</p> <p>LIVI: RM will ensure that LI VI appears prominently on the front screen on the practice website.</p> <p>Extended working hours: New clinics - see Practice Update item 4. above.</p> <p>Joint working: 2 PPGs continue to meet regularly and are working well together.</p> <p>Future planning: Treledan. PC had attended a consultation regarding the next phase. There was no clear plan to provide a new surgery in the next phase of building.</p> <p>Immigrants from Ukraine: Policy now in place. It was felt that this idea could be developed and provided in other languages.</p> <p>At this point RM had to leave the meeting. The Chair thanked her for attending.</p> <p>8. Feedback from the Joint PPG PPG members are now meeting with staff from both surgeries.</p> <p>9. Feedback from Umbrella Group</p> <ul style="list-style-type: none"> • PCN have recruited 27 people e.g. clinical pharmacists but recruitment problems are widespread • Joan Heaton is the Group representative on the Citizens Advisory Panel (CAP) • Dentistry is coming back into the NHS 	<p>AT</p> <p>SM</p> <p>RM</p> <p>GM give dates to Vice Chair</p>
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- Local MPs want to establish an enterprise area in North East Cornwall.

10. Any other Business

VT suggested that the practice website could promote healthy living with links to NHS sites such as Live Well. Also, possibly arrange first-aid courses for mothers to learn how to treat minor injuries at home.

GM said that some good ideas had been raised and asked that this be added to the action plan. VT will take the lead and report back to the next meeting. This could also be an article in the Observer and Voice newspapers and GM would discuss this with PT.

GM had contacted Saltash community School head of 6th form regarding a representative on the group. No response so far, but this will be pursued.

11. Date of next meeting

Wednesday 8th February 2023 at 4.00 p.m. Saltash Health Centre.

SL
05.01.2023.

VT

GM

GM/SC