

Marazion Surgery

Patient Participation Group



Minutes of the Marazion Surgery Patient Participation Group Meeting on 28th January 2020, at 2.00pm

Present:	Apologies:	
Mrs Serena Collins (Chair)	Mr Brian Baker	Mr Nick Kelly
Mrs Juliette Benstead	Mrs Mary Baldwin	Mrs Emma Kelly
Mrs Sandra Easterbrook	Mr Derek Brown	Mrs Jane King
Mr Leslie Lipert	Mrs Jackie Brown	Mrs Ann Miller
Mr Michael Miller	Ms Tania Cannavo	Mrs Pauline Needham
Mrs Mary Page	Mrs Elizabeth Clarke	Mrs Fran Phillips
Mr Michael Page	Mrs Margaret East	Dr Adam Price
Mr Nigel Walker	Mrs Kate Ford	Ms Jane Richards
Mr Barry Webb	Mr Donald Godbold	Mr Douglas Smith
	Mrs Gillian Johnson	Mr Colin Treleven
	Mrs Trudy Jones	Mr Mike Willcox

1. Lunch with GP Partners & Practice Team

Members of the PPG had been invited to attend for lunch with the Practice, to thank them for their ongoing support for the Practice, and to have an opportunity to talk informally about the purpose of the group and how the Practice and PPG could work together in the future. This was attended by Dr D Sugrue, Dr R Robbins, Dr J Lock, Dr D Tinkler, Practice Manager Mrs Brown, Trainee Practice Manager Mrs Burge, PA to the Practice Manager Mrs Benstead, Practice Nurse Mrs Gendall, Assistant Practitioner Mrs Hatton, and Dispensary Supervisor Mrs Brownfield. One of the current medical students also attended.

2. Aspirations for the Future – Practice Feedback:

Mrs Brown summarised some of the discussions that had been held, both at a meeting of all Partners held recently and during the lunch that day. The Practice was keen to work more closely with the PPG and felt that there were things that the PPG could help with in the future, though some roles may be limited due to the importance of maintaining patient confidentiality.

The dementia workshop in November 2019 had been extremely interesting and had received excellent feedback from many patients. The practice was very happy to support the PPG in offering such workshops and had noted the planned topics for 2020 from the previous Minutes. Mr Marco Motta, a pharmacist attached to the Practice and Primary Care Network would be interested to talk to patients about atrial fibrillation and stroke prevention; which was already planned for the second event of the year in May/June.

Having a presence in the waiting room, perhaps at certain times of the month, would be helpful in keeping patients informed about services and also assisting patients with using things like the computer that can be used to check-in for appointments and applying for on-line access via The Waiting Room. Using the computer check-in allowed staff more time to deal with an ever increasing amount of telephone calls and would assist them. Patients could be told about The Waiting Room and may like assistance in completing the application process and possibly, in a laptop were available, assistance to register once their application had been processed. The NHS App was due to be live for

the Practice shortly and more information could be shared with the PPG about this at the next meeting. Mrs Brown would look into the provision of an official PPG Stand, so that it would look professional.

The PPG were an asset to the Practice and JB would ensure that they were kept informed about changes and plans at the Practice. Within the next month or so an area of reception that patients could not see was due to be reconfigured into another consulting room. The PPG were already aware that the practice hosted up to nine medical students a year and indeed they had met one that day. The Practice would also shortly have a Registrar; this was someone who had completed their medical training but wished to train to become a GP. This was an exciting project and it was important to be involved in this to aid future recruitment of GP's, given the national shortage. An application had been made for funding to contribute towards the cost of automated doors to the surgery, to assist patients with poor mobility, including wheelchair access and patients who used walking aids who found it difficult to open doors. The floor in the entrance was also due to be replaced, as the carpet tended to get quite wet and dirty. The Practice had planning approval for four new treatment rooms where the doctors currently parked; should NHS funding be available in the future this would be an exciting project. NHS funding usually contributed to costs of improvements with the GP Partners having to match funds. The rooms were all in use during the opening hours, so more clinics on Saturdays and Sundays were likely in the future.

Mrs Brown asked if anyone in the PPG might be a keen gardener, as the grounds could be made more attractive; SE was aware that there was a waiting list for allotments in Goldsithney and suggested that maybe those on the waiting list may be interested to help with gardening whilst they waited.

One of the most difficult things for the Practice was the number of times each day they had to visit patients at home. It was a very rural area, with patients spread out from Newlyn, Hayle, Breage and Ashton. Whilst many visits were because the patient was too unwell to come to the surgery, many were also because the patient did not have transport, public transport was not available or would take multiple changes of bus, or had no family support to provide a lift. Age UK had an electric car which volunteers could drive, to provide transport for patients needing to attend an appointment at the surgery. TAPS were a charity that provided volunteer drivers for appointments, but it was believed that this was mostly for hospital appointments. JB enquired whether the PPG members might be interested in looking into a volunteer transport service for patients of the surgery as they could see a huge value to this. It would save NHS time, in the summer especially the doctors spend a lot of time driving to and from visits. The patients would also benefit from being able to access all the services and clinics at the surgery, including proper facilities for examination and treatment. If there were snow the surgery usually received support from local farmers who offered to take the doctors out or deliver urgent medications; it was greatly appreciated by many when this happened. The Practice owned a van for the purpose of delivering medications, which was a free service; some of the larger chemists were now charging patients for deliveries.

Mrs Brown asked if the PPG wanted to know more about the Practice, what they did and why. The Practice was contracted to provide General Medical Services to the public and received income through a very small capitation fee, by providing health promotion and various other sources. The premises were owned by the partnership. The dispensary was a separate business and this supported the provision of services, doctors and additional staff. A dispenser had attended a meeting to talk about the process between requesting a prescription and receiving it. Other topics, such as the collaborative workings of the Primary Care Network, could be arranged at their request. If they were interested to have a presence in the waiting room, they would need to be able to answer questions from patients that were likely to be raised.

Dr Walden used to provide an update on issues in the wider healthcare community. Dr Tinkler had taken over some of his role on behalf of the Practice and it was suggested that he may attend a future meeting; however he had a young family and worked part-time.

The Practice was committed to working with the PPG and queried if day-time meetings may be convenient. A previous survey of members had shown evenings to be preferred; this would be reviewed at the next meeting.

Those present were keen to consider these suggestions though it would not be feasible to do everything. It was proposed that two or three could form individual working parties to look into them further. The Practice would provide support as needed with this.

There may be patients who were not part of the PPG but who were happy to be involved in some of these projects; they would be a way to advertise the PPG and bring the community together.

2. Aspirations for the Future – PPG Feedback:

SC thanked the Practice for inviting them for lunch; everyone involved had found the time to be very informative and enjoyable.

Everyone felt motivated about the future and those present were keen to consider the suggestions made, though it would not be feasible to do everything. It was proposed that two or three could form individual working parties to look into them further. The Practice would provide support as needed with this.

There may be patients who were not part of the PPG but who were happy to be involved in some of these projects; they would be a way to advertise the PPG and bring the community together.

4. Minutes of Previous Meeting:

The Minutes of the meeting on 9th January 2020 were agreed to be a true record.

5. Matters Arising:

5.1 *Noticeboard:* A photo of the group had not yet been taken, but this would be done at the next meeting. Suggestions for improving the noticeboard and what could be displayed were welcomed.

6. Carers Workshop:

A date of 27th February had been proposed; SC hoped to confirm this in the next few days. SC and JCB would meet on Monday 3rd February to finalise the poster and would circulate this to the group for displaying around the local area.

It was agreed to hold a meeting on Monday 17th February to finalise arrangements for the Carers Workshop, and to discuss the proposals discussed that day.

7. Dates of Future Meetings:

Dates of future meetings and events were agreed as below. Please remain in the waiting room until notified that the meeting room is ready.

Monday 17th February 1815-1930hrs	PPG Meeting
<i>TBC - 27th February</i>	<i>Event one – Carers Workshop</i>
Thursday 16 th April 1815-1930hrs	PPG Meeting
<i>TBC May/June</i>	<i>Event two</i>
Thursday 9 th July 1815-1930hrs	PPG Meeting
<i>TBC September</i>	<i>Event three</i>
TBC 29 th October OR 12 th November	PPG Meeting

Minutes were approved by Serena Collins, Chairperson, on 03.02.2020

Action List:

	Action for Membership	Date to be Completed
1.	SC & JCB to design poster for Carers Workshop on 03.02.20 and circulate to PPG for display (once date finalised)	