

# Marazion Surgery

## Minutes of the Marazion Surgery Patient Participation Group Meeting on Monday 26<sup>th</sup> February 2019, at 6.30pm

### Present:

Mrs Juliette Benstead  
Mrs Carol Brown  
Mr Derek Brown  
Mrs Jackie Brown  
Mrs Sandra Easterbrook  
Mr Leslie Lipert  
Mr Michael Miller  
Mrs Mary Page  
Mr Michael Page  
Mrs Heather Stewart  
Dr Neil Walden  
Mr Barry Webb  
Mrs Ailean Wheeler

### Apologies:

Mr Brian Baker  
Mrs Mary Baldwin  
Mrs Janet Bullock  
Ms Tania Cannavo  
Mrs Elizabeth Clarke  
Mrs Serena Collins  
Mrs Margaret East  
Mrs Kate Ford  
Mrs Susan Harrison  
Mrs Gillian Johnson  
Mrs Trudy Jones  
Mrs Jane King  
Mrs Ann Miller  
Mrs Pauline Needham  
Mrs Fran Phillips  
Ms Jane Richards  
Mr Colin Treleven

### 1. Minutes of Previous Meeting:

The Minutes of the meeting on 26<sup>th</sup> June 2018 were agreed to be a true record.

### 2. Matters Arising:

- 2.1 *Friends & Family Test:* The results are always posted on the website and in the waiting room, and continue to be extremely positive about all aspects of the surgery.
- 2.2 *Medical Students:* Feedback from the students about the Practice, and from patients about the students, continued to be very positive. The Practice was applying to become a teaching practice for GP Registrars.
- 2.3 *Improved Access to General Practice:* The Practice already offered clinics in the early morning and evening, with doctors and assistant practitioners; however the Practice was also now involved with a pilot to Improve Access to General Practice. This currently included offering evening and occasional Sunday morning clinics.
- 2.4 *West Cornwall Hospital:* Dr Walden assured the group that WCH was safe for the future with an aspiration to do more close to home, in terms of admissions from the local area and out-patient tests and services.
- 2.5 *Edward Hain Hospital:* The pilot scheme run over the last couple of months, providing day care type services to St Ives patients; proposed as care workers found transport and parking difficult in St Ives.
- 2.6 *Integrated Working in Penwith:* Three Practices, Marazion, Stennack in St Ives and Bodriggy in Hayle, now shared two new members of staff. These were Ruth Tod, Community Care Coordinator, who could assist patients access services in the community; and Symon Stephens, Social Prescriber, who could assist patients access community events and ways to keep healthy and increase social contact.

- 2.7 *Penwith Integrated Care Forum – Mr Jeremy Preedy:* Mr Miller reported that despite having received Emails from Mr Preedy shortly after the PPG Meeting, he had not received any further communications. Dr Walden apologised that Mr Preedy had been unwell recently and that they had discovered that the project had overlapped with one already being run by Cornwall Council. There was a meeting due the following day which anyone was welcome to attend, though Dr Walden apologised for the short notice. Dr Walden would inform Mr Miller of the dates of future meetings.
- 2.8 *The Waiting Room:* A lot of patients had applied to join The Waiting Room recently and the backlog of applications was hoped to be cleared that week. Mr Webb commented that the system was very easy to use and efficient. A further advertising campaign was planned by the Practice to encourage patients to join.

3. Dr Walden's Retirement:

The PPG and Practice patients had been informed of Dr Walden's intention to retire as a GP Partner from the end of March 2019. Dr Walden would continue to work at the Practice on an occasional basis as a Locum GP. He would also continue to work as Locality GP with KCCG in the wider healthcare community. He intended to fully retire from all roles in March 2020.

Dr D Tinkler would be joining the Practice as GP Partner from April 2019; he would take over the care of patients previously registered with Dr Walden.

As this was Dr Walden's last PPG Meeting, he expressed his thanks to all members of the PPG for their support of the Practice and the work that was being done in the wider healthcare community.

*Dr Walden left the meeting.*

4. The Future of the Group:

*Ben Mitchell - Events Officer - NHS Kernow Clinical Commissioning Group  
Peninsula House, Kingsmill Road, Tamar View Industrial Estate, Saltash PL12 6LE  
Email: [benmitchell@nhs.net](mailto:benmitchell@nhs.net)*

Mr Ben Mitchell, Events Officer from KCCG, working in public engagement, introduced himself explaining that he was attending in order to facilitate a discussion of how the PPG members would like to move forward.

The members present were asked to introduce themselves and it was noted that many had been attending the PPG meetings regularly since the PPG first began in early 2012.

There was an open discussion of the following points:

- The PPG should be self-sufficient, with a voted Chairman and other roles allocated. Mr Mitchell was happy to attend the next few meetings to facilitate this process.
- The Practice would continue to provide administrative support and a link to the Practice through Juliette Benstead.
- It was agreed that meetings should be held quarterly; the date of the next meeting would be agreed as the last item of the Agenda.
- Rather than having one doctor from the Practice attend every meeting, this would be flexible so that a doctor, nurse or other member of staff, who the PPG would like to talk to, could attend.
- The purpose of the group could be to talk about Practice issues, to provide a link to other PPG's and wider healthcare groups, such as the Citizens Advice Panel; and to have educational talks about health conditions.
- Members were asked to Email their thoughts and ideas about the PPG to Mr Mitchell [benmitchell@nhs.net](mailto:benmitchell@nhs.net) prior to the next meeting.

- Mr Mitchell would devise a questionnaire that could be given to patients to ask them what they would like from a PPG, to encourage participation.
- Mr Mitchell would ask a member of another PPG to attend to talk to them about the kind of work that they did. Copies of Agendas and Terms of Reference from other PPG's were circulated as examples and would be discussed further at the next meeting.
- Mr Mitchell would ask someone from the Penwith Integrated Care Team to attend a future meeting.
- Mr Symon Stephens, Social Prescriber (this new role having been mentioned by NW earlier in the meeting) was suggested to be a potential speaker for a future meeting. This would be a valuable way to communicate about services and support available in the community.
- Fundraising for equipment for the Practice was proposed as a future role for the PPG.
- The PPG could share experiences and look at ways to respond to comments heard within the community. The Practice would always recommend that if anyone had a concern or query that they raise this with them straight away, as this made it easier to look into. However the PPG could respond to comments on behalf of the Practice if appropriate.
- Once the PPG had an idea of its purpose and format for the future, it was agreed to try and increase membership and attendance. Younger members would be welcomed; though it was recognised older people tended to be involved in such groups and the Practice had quite an elderly population. The noticeboard at the Practice could be updated and sending a text message was suggested. Patients who had transport difficulties could be given a lift by another member. Mr Mitchell offered to provide a demonstration and training on IT solutions, such as being able to conference call to the meeting. Holding meetings in different locations was suggested; there may be a cost attached to this.

Mr Mitchell was thanked for his continuing involvement.

5. Any Other Business:

There were no issues regarding the Practice or the wider area that anyone wished to raise.

6. Date of next meeting:

The next meeting would be held on **Tuesday 21<sup>st</sup> May at 6.30pm**, at Marazion Surgery. Mr Mitchell would attend to facilitate further discussion on the future of the PPG.