|  **Minutes of the Patient Participation Group (PPG) Meeting held 11th May at 18.00 at Cape Cornwall Surgery** |
| --- |
| **Attendees:**Ian Cary (IC), Tracy Hembrough (TH), Alex Dewdny (AD) Fiona Cock (FC), Marna Blundy (MB), Becky Clough (BC) Emma Martin (EM) Elisabeth Thomas (ET)**Apologies**Joyce Lee Liz Burns Rachel Leonard Amy Symons  |
| **Summary of decisions made:**Age Uk information table, both waiting rooms to be used over the flu season period. Patients giving Positive Feedback to be prompted to use google review.  |
| **Actions:**MB – send over recent Penwith integrated Care forum minutes to EMEM – Arrange phone call to BC from Wendy Millard IC – Re appeal Practice boundary decision  |
|  |
| **Key points of discussion** |
| **The Penwith Integrated Care Forum** Marna informed the group the The Penwith integrated Care Forum focus on working together in a co-ordinated way to improve the health and wellbeing within the Penwith area. Marna will send over the recent minutes to the meeting which she attended. These can then be forwarded on to the Patient Participation Group members. **Prescriptions**BC stated an issue she had had with ordering a repeat prescription. No reply from the first email sent and then after a prompt to re do repeat prescription request, there was then an issue with reviewing the medication. EM to ask Wendy Millard to ring BC to discuss. **Weekend Working** TH informed the Group that the surgery is now opening Saturday, Sundays and Bank Holiday Mondays 8.30-12.30 at St Clare Medical Centre. This is to help ease the pressure on the local hospitals The clinics which the Surgery provides are for urgent medical queries and walk-ins. They are running from St Clare Medical centre due to limited staff. If the clinics can be staffed this will run to the end of August 2023. **Staff pressures, morale, capacity, and response times** Dr Sripathmanathan has left the Practice, Dr Treleven is dropping her working sessions and Dr Carruthers is due to retire in November 2023. This means Atlantic Medical Group need to recruit to cover the sessions and are currently advertising. Atlantic Medical Group have just recruited two more Reception/Administrators. Atlantic Medical Group are currently looking the demands on the appointment system, and assessing how many patients are seen with a minor illness which could be booked with other clinicians leaving GP’s to deal with palliative care cases and chronic diseases. This could mean more allied health professional could be employed. Mike Goodenough the social prescriber has now left the Practice. The PCN are now advertising for another social prescriber. **Update on Age UK information desks at Cape and STC** FC has been trying to get patient leaflets delivered to the Surgery from Age UK, so the PPG can then arrange an information table in the waiting rooms. Slightly disappointed with what has been received. FC will look through the leaflets and inform IC if she feels more are needed. TH thought flu season would be the best time to run an information table.**Surgery Boundary** ET asked what was the current situation with the surgery boundary appeal IC had started. IC needs to re appeal the initial application. **Positive Feedback and Experiences** Several patients have reported positive feedback and experience in the community to ET. This is very nice to hear and will be reported back to the staff. AD asked the group if any patients give verbal positive feedback, can they be prompted to report this on Google Reviews. **No GP at Cape Site** Balance of clinics offered between St Clare Medical Centre and Cape Cornwall Surgery. There seems to be a perception in the community that there is no GP’s working from Cape. TH stated this is not correct. Each site has 9 clinical rooms, and the minimum cover each site has on a day is 2 GP’s, 1 Registrar, 1 Paramedic, 2 Nurses, Health Care Assistant, and a phlebotomist. **Important information**If Atlantic Medical Group need to advertise important patient information BC has kindly offered to advertise this through her workplace - Cornwall Council. becky.orchard@penzance-tc.gov.uk EM will inform Shannon to email BC with any important information. BC informed the group that there is a Toilet Scheme leaflet for Penzance. She will send this on to EM so this can be added to the patient screens in the waiting rooms. |
| **Next Meeting: Wednesday 13th September 6pm at St Clare Medical Centre**  |