



MINUTES OF PPG MEETING 1st June 2022

In attendance: PPG members and Practice staff. The meeting was held at Gunnislake Surgery.

Welcome. The Chair welcomed everyone to the meeting and apologies were noted.

1. Minutes of previous meetings - The minutes of the meeting on 7th April 22 were approved.

2. Matters Arising –

Newsletter – The next newsletter article addressing patient concerns with questions and answers was sent to various editors covering local communities. Discussion was held later in the meeting about questions to be asked for future articles when interviewing TVH staff.

DNA statistics – The latest statistics were issued covering the first quarter of 2022. There were 534 'did not attend' with almost 32000 appointments allocated covering surgery, telephone and econsult. It was asked if further breakdown can be provided for future reporting.

Action: To identify differing surgery appointments.

EPIC Project. It was confirmed text messages are being sent to patients after appointments asking for feedback and this will continue for the length of the project.

Ukrainian refugees – TVH have access to a national toolkit setting out considerations for refugees and are working to identify an approximate number of how many new patients may register and how to look after their needs.

Covid clinic. There was an appointment only clinic on April 23rd but the PPG were not required to help with marshalling.

3. Update from the Practice.

The recently appointed staff are settling in well. There was a good turnout for the recent booster clinic. The new medpoint machine has been installed at Callington but there are technical issues with payment so initially it will be used for those that qualify for free medication. Builders are planned to be working in the surgery over the Jubilee BH weekend providing a new clinical room.

From October there will be a requirement for improved access to appointments resulting in extended hours. The national plan is asking surgeries to provide Saturday appointments from 9 until 5 and weekday hours to extend from 6.30 to 8pm. TVH has until end July to submit their plan and intend to engage with patients via a survey to identify future patient demand, ie. Preference for evenings or weekends. Jane asked how existing staff can manage to extend their hours but until the results of the survey are understood, the impact is unknown.

The Practice is required to provide a certain number of hours of appointments depending

on the number of patients but how these are given can be tailored. Appointment analysis is undertaken by a national mapping system.

The CCG will not exist after June 30 and will be replaced by a new board

As recently reported on the news, there are recruiting issues across the country with the number of patients per GP increased from 1700 to 3000.

New electric vans are planned for deliveries with charging points at both Callington and Gunnislake. There will be solar panels on the surgeries. A member said information is available from a local Tamar solar group if required.

Vaccinations are being planned for Sept/Oct with boosters offered for all those aged 50 and over who are currently eligible for flu jabs.

4. Reports and updates

- Bank account status – Balance still stands at £374.02. A member is both treasurer and Chair and the existing Secretary would prefer to be the treasurer. Members were encouraged to volunteer to be the secretary.

5. A.O.B.

- **Gunnislake Pharmacy** –There are still issues and complaints about the Gunnislake pharmacy with patients continuing to queue outside (sometimes in bad weather) and rudeness from staff. It was reported that until recently there was a billboard asking for patients to stay outside but this has now been moved and also that medication is taking longer than 5 days to be made available, could patients request meds earlier and are more given when there is a BH?

Some patients have got into the habit of queueing and are still reluctant to come into the building. The Practice has recently spoken to some staff about waiting time for medication and has offered apologies but staff continue to work additional hours to try to catch up despite an increase in the number of dispensing items. In January 21 there were 5021 patients dispensed to but this has increased to 5301 now with no additional staff. A recent audit on dispensing reports a reduction in the number of 'jobs' (ie prescriptions) with the average number per day for Jan to Dec 21 being 177 (for Callington and Gunnislake) but for Jan and Feb 22 the average being 167. It is possible that the number of items on the prescription has increased. Double prescriptions are given to some when there is a BH. A member asked why pharmacy staff appear to make notes on the computer when handing out medication. Practice staff are unsure as stock control is standard.

- Two members spoke of long **waiting times** on the telephone when trying to get an appointment. The phone line is engaged at 08.30 and most available appointments have gone before 10 o'clock. There are seven or eight staff taking calls for appointments which explains why the message on the phone relating to the number in the queue can jump from for example 10 to 4 very quickly.
- There was praise for an advanced nurse practitioner seen by a member at a recent appointment. More information is required to be given to patients to increase understanding of the experience and training for someone in a role such as this.
- The questionnaire being prepared for interviewing TVH staff for newsletter articles currently has ten questions. It was agreed to have an opening question about day to day work of the individual and to present the article to include some of the pictures / characters on the existing slideshow presentation. **Action:** Practice to arrange an interview date for a member to liaise with the paramedic. Also to ask the technical department to add newsletter articles to the TVH website.

- It was asked if **third party ordering** is still available. Patients can choose where their medication is delivered including to chemists and also Pharmacy to you deliver directly to your home.
- Someone a member knows was told by Derriford to make an urgent appointment at the surgery but the surgery offered one 14 days later. The response was that the need is assessed by the surgery without input from the hospital.
- There was praise for the organisation of the recent booster clinic.
- Discussion was had about recent **social media posts** and the impact these can have. It was suggested the Practice should try to be the last to comment on posts with a positive comment if possible. Judgement is made as to whether or not to respond to posts. It was agreed that more patient engagement is required and the PPG could submit some posts giving information but to 'turn off' the ability for comments to be added hence providing information only.

Action: To agree ongoing process for social media responses

- The meeting closed at 7.55pm.

Date of the next meeting: Thursday August 4th at Callington Surgery 1830.