

Port View Surgery

Patient Participation Group Minutes

Tuesday 17th January 2023 @ 5:30 – 6:30pm

Present: Angie, Rod, Pauline, David Y, Sarah, Tony, Gail, Trevor, Christina, Peter (Chair), Dave (Secretary)

In attendance: Tina, Mandy

Apologies: Marilyn, Brenda, Sally, Amber, Roy

The group welcomed Rod and Pauline, attending for the first time.

Minutes from the last meeting

Read and agreed.

Matters arising

Friends and Family Test – Overall good results, any adverse comments are mainly in regard to phone backs and time spent in the waiting room. Bearing in mind the pressures on the whole NHS at the moment it was agreed we are holding up well. Tina confirmed that any trends that seem to be appearing are discussed with the partners.

List of members – Just the new members are left to fill out the forms (Rod and Pauline) and these will be completed shortly.

Meeting with SHC Practice Manager & PPG – Peter, Angie, Gail and the two Practice Managers attended a meeting where it was agreed that there were similar trends at both Practices, in the main struggling with a lack of Doctors and a lack of time. It was agreed that we are stronger together with streamlined working for the benefit of patients. The new housing developments were discussed, with Port View having seen an increase in patients from 6,500 to 7,000. There will be another meeting in February.

NHS Review of Buildings – Peter updated the group that there are currently 4 NHS buildings in the locality including a new modern office facility, Peninsula House, near Waitrose. An NHS review is ongoing involving a major piece of work. It has been established that there is no spare capacity at Port View where the building is owned by the partners. Pam Smith has been the Project Manager for this review.

Dispensing of prescriptions – SHC and Port View PPGs are keen to have a meeting with the pharmacies. Tina updated the group regarding the “out of stock” situation which necessitates a lot of going backwards and forwards between the pharmacies and the surgery in order to obtain suitable replacement medications. If any of the group encounter any issues with obtaining medications, could they please email either Peter or Dave B.

Updates

Practice manager's update

Tina advised the group of current pressures on the nursing team, including specialist dressing needs involving 5 patients which involves 30 hours care time a week for the nurses. This sometimes means other routine appts have to be cancelled, as currently the nurses could work 24/7 and still not get through all the demands. There is a new trial ongoing with one Doctor on call on a day triaging the patient list. This is working well and helping to alleviate some of the pressures and helping them to manage clinically. The current review is due to finish at the end of January when it will be looked at again. The surgery also receives a Cornwall-wide report every Monday indicating how the overall situation is, and since the beginning of December every surgery in the locality is either at red or black level. The only ones who buck this trend are those close to Treliske Hospital where they have set up an on-demand clinic. It was noted by the group that the situation has got worse over the last 10 years due to funding cuts in the NHS.

Social Prescribing Update

Mandy updated the group on the latest in Social Prescribing, and it was good to see that the numbers of those attending was holding up well. Future activities include an event at the library on the 2nd Feb which will focus amongst other things on healthy eating and activity. This aims to encourage people to take some responsibility for their own health. Other agencies will be involved and the event will be advertised on social media. It is evident from the interest shown that Social Prescribing is here to stay.

Chair's update

Peter advised the group that he was working with all South East Cornwall PPGs to ensure that the views of patients are fully represented in the new integrated management system for the NHS.

Collecting views from patients - any ideas for new survey questions?

Peter asked for us all to reflect on any ideas for new survey questions and email thoughts to himself or Dave B.

AOB

Thanks was expressed to the surgery for the continuing good work they are all doing despite the nationwide difficulties facing the country as a whole.

Date of next meeting - Tuesday February 28th 2023 @ 5.30pm