

MINUTES

MEETING OF THE PATIENT PARTICIPATION GROUP HELD ON THURSDAY 8 SEPTEMBER 2016 AT 7.00 PM

1. Present

Staff:	Liz Wilson	Practice Manager
	Caroline Moyses	Admin
PPG Members:	Laverne Caddy	Chair
	Lesley Clayton	
	Margaret Estlick	
	Liz Keasley	Joint Secretary
	Paul Lindsay	
	Ruth Varker	Joint Secretary

2. Apologies

Ian McAllister
Rik Evans
Katie Sainsbury

3. Minutes of the previous Meeting

Minutes of the Meeting held on 6 July 2016 were agreed and signed as a true record.

4. Matters Arising

(a) Computer/Telephone Systems

Liz Wilson updated the meeting .

The new telephone system (SystemOne) is scheduled to take effect from 14 October 2016, with the date for the Threemilestone Surgery being 23 October. There will be one common number from these dates. There will be a message on the old numbers requesting patients to dial the new number. On dialling the new number there will be options for for contacting various services.

Paul queried the technology being used for the new telephone system, in particular the change of numbers. It was explained that the system being replaced was on a contract involved with CIT services. The new system involved a new provider and a new contract and it was not possible to retain the old numbers

As far as the computer system was concerned this should be online around the New Year.

(b) Biographies for the website

These were requested from members who had not yet provided these.

Ruth said she was not comfortable with providing a biography. It was agreed that Caroline would input that “She has 27 years of experience with the NHS.

(c) Terms of Reference

There were no comments or queries.

Chair proposed these be adopted. Agreed nem con.

(d) Pulmonary Rehab

Caroline reported on correspondence she had received in reply to a request for information she had sent to Daniel Brant (Community Respiratory Nurse).

He had copied his response to Belinda Thompson who is Respiratory Specialist Nurse also with Cornwall Partnership NHS Foundation Trust) who had also responded. The essence of their replies was that Pulmonary Rehab is that it is a small under-funded service which has been stretched to its limits. There are inequalities between various areas in Cornwall (North and East Cornwall having an Integrated Respiratory Service with rolling programmes of Pulmonary Rehab) with patients from Truro having the choice of Falmouth or St Austell.

There might however be light at the end of the tunnel if:

- 1) A physio could be secured;
- 2) A venue could be found;
- 3) There was funding for a defibrillator if in an external building.

This would depend on agreement on extra hours for another member of the team to run the group.

Discussion then took place as to what could be done to address the problem.

As far as difficulties in securing a physio are concerned grants and funding need to be looked into. One of the problems with funding is that it is usually only provided for 12 months. Services are provided in St Austell, Falmouth, Camborne and Reduth which all have larger populations than Truro.

(e) Coffee Mornings

Laverne had spoken to Penny. He will keep pushing the idea of joint coffee mornings but at present there was nothing definite in the pipeline.

5. NAPPG Annual Fees

The annual fees of £40 were due for renewal. Payment of these was authorised.

6. PPG Group Budget

This was still the same

7. Any Other Business

1. eConsult

It was explained that eConsult was being run as a pilot scheme in Carrick.

On 31 August there had been a training session at Carnon Downs Village Hall. Nine practices were involved but representatives from only 5 practices had attended. Lander was represented by Laverne, Margaret, Ruth and Liz K.

It was explained that Healthwatch Cornwall has responsibility for evaluating eConsult and were trying to involve PPGs in this exercise. PPG members would carry out telephone eConsult Interviews. They would also carry out an eConsult Awareness Survey Questionnaire. This involved 20 questionnaires being completed for each practice within one day. It had been agreed that this should take place at the surgery on Tuesday 13 September. All information collected would then be sent to the Healthcare team.

In reply to a query the meeting was informed that there was a guaranteed 24 hour turn around.

2. KCCG Lander-PPG@nhs.net

No reply had been received as yet.

3. Lander/Three Spires - the future

It was hoped that in future there would be more collaborations between the two practices.

In reply to a question from Paul regarding a paper about the future of the NHS and MDT Development - Working toward an effective multidisciplinary/multiagency team Liz W explained that there were different variations in MDTs and MATs. There was a requirement for 30,000 patients which would require both Lander + Three Spires practices.

Already some clinics, for example dermatology, are already joint enterprises.

8. Date of next meeting

Tuesday 1 November 2016 at 7.00 pm.

A list of suggested dates for 2017 had been distributed to members.

There being no further business the meeting closed at 8.00 pm.