



Meeting: Patient Participation Group Meeting

Date: 29.08.2019

1. **Apologies**
2. **New appointments System**
3. **Staffing at the Surgery**
4. **GP Car Parking problem**
5. **Transferring care closer to home – impact on GP Practices (Marna Blundy)**
6. **Information table from Age Uk – feedback Fiona Cock)**
7. **Pendeen Surgery (Marna Blundy)**
8. **Future proofing Cape Cornwall Surgery**
9. **Penwith PCN**
10. **A.O.B.**
11. **Date of next meeting**

Present: Ian Cary (IC), Marna Blundy, Chris Goninan Elisabeth Thomas, Fiona Cock, Joyce Lee & Clive Apsey

1. Apologies

Were received from Mr Neil Foss and Mr John Rudge

2. New Appointment System

Mr Cary asked the members if they had any feedback from patients since the Introduction of the new triage system for appointments. Most appointments were now triaged prior to an appointment being given although there were still a few pre-bookable at the surgery and online. The feedback was mixed, one member related two patients who felt they had bad experiences, while another reported some good experiences. Mr Cary informed the group that with the lack of GPs and the continual use of locums this system allowed the GPs to talk to far more patients and triage the urgent from the more routine who could be sorted out over the phone. It was felt that although at the start there were some complaints, the patients were now more accustomed to the system and some liked the option of telephone consultations. After this explanation there was more acceptance amongst the group that this was

the only solution in difficult times.

3. Staffing at the Surgery

Mr Cary informed the group that Dr McKenzie was only willing to do 2 sessions a week which was not really sufficient for a partner to be useful to the practice. Dr Carruthers was now running the practice almost single handed but Dr Ludwig and Dr Quill added some continuity for the patients which was important. The practice was still actively advertising for a new partner but as with the whole of the country there are not many GPs around. One member of the group was very concerned that Dr Carruthers should be given as much support as possible as he was under considerable pressure. Mr Cary reassured him that this was understood and being addressed.

Dr Cliff our salaried GP was leaving the practice at the end of September. A new nurse practitioner was starting at the practice in October which would relieve some of the pressure. A member had received excellent care from Tracey Hemborough our nurse practitioner, who has also been a great help to the practice over this difficult period.

Dr Carruthers had also just begun GP training at Cape Cornwall Surgery after a short break following Dr Ellery leaving the practice. The new GP trainee was an ST2 called Dr James Sherrington who was settling in well at the surgery.

The administration staff had been under a lot of pressure starting the new appointment system and the general busy nature of the practice but this was being addressed by new members of staff joining soon. Mr Cary praised the staff and told the group that there was a good team at Cape Cornwall.

4. GP Car Parking problem

Mr Cary informed that members that there was always an issue with parking for the GPs and it was felt that 3 spaces should be set aside for them in the free car park. The members felt this could prove difficult but made the suggestion that the Chief Fire Officer be approached to ask whether some space might be available in the Fire Station. Mr Goninan would see Mr Paul Webber initially to ask his help and possibly bring him along to talk to Mr Cary.

5. Transferring Care Closer to Home-impact on GP Practices.

Mrs Blundy had received a very long document called Embrace which was putting forward the Dept. of Health new vision for Community Care. As always the vision was to provide care closer to home. The members had a long discussion about this and how new family structures meant that families were no longer able to care and Community beds were important especially for elderly patients. At present there were no community beds in our area. There was also a long discussion about the value of addressing loneliness amongst the elderly. There were safe guarding issues over organising this but a befriending service was a good thing all agreed.

6. Information table from Age UK

Mrs Cock and Mr Goninan had arranged two table top presentations, one at the Surgery and the other outside the Commercial Hotel. The one outside had proved more useful and they both agreed that they had spoken to a lot of people and

passed on information about benefits and services which could be helpful to them. They were happy to do more of these sessions and the group thanked them for their input. The group were always keen to help the surgery with any activity that could be useful and Mr Cary thanked them for their enthusiasm.

7. Pendeen Surgery

Mrs Blundy brought forward the impending sale of Pendeen Surgery and how this might impact upon Cape Cornwall Surgery. The practice had already received a number of new patients from Pendeen. Mrs Blundy told the group that she felt it was important for Pendeen to have its own surgery and the MP was actively looking into how this could be achieved.

8. Future Proofing Cape Cornwall Surgery

Mr Cary told the members that this would really only be achieved with a new partner which would give continuity for patients and financial stability

9. Penwith PCN

Mr Cary informed the group that Cape Cornwall Surgery was a member of the Penwith PCN (Penwith Primary Care Network) which was a group of all the local surgeries. This was set up to achieve the Government ruling that there should be networks of 30,000 patients to provide services in a locality. There was already a service set up whereby a geriatrician Mr Mark Battle was now doing clinics in local surgeries and visiting the elderly at home. He was at Cape Cornwall fortnightly for one session and this was a really useful service both for the GPs and certainly for the elderly patients.

10. AOB

There was a short discussion about ambulance response times which had been discussed many times before but which were still extremely poor in our area. It was decided that Mrs Thomas would follow up on previous emails to discover the outcome of the review which she had been told was taking place. She would email Rachel Murray and copy in Dr Neil Walden.

11. Date of next Meeting: 28th November 2019