



**Meeting:** Patient Participation Group Meeting

**Date:** 30<sup>th</sup> January 2020

1. **Apologies**
2. **GP Partners/Staffing at the surgery**
3. **Telephone Triage**
4. **Embrace Project**
5. **Annual Check Ups over 70's (Chris Goninan)**
6. **St Just- Tri-Service Safety Officer**
7. **Penwith PCN**
8. **AOB**
9. **Date of Next Meeting**

**Present:** Ian Cary (IC), Marna Blundy, Chris Goninan Elisabeth Thomas, Fiona Cock, Joyce Lee John Rudge

**1. Apologies**

Were received from Mr Clive Apsey

**2. GP Partners/Staffing at the Surgery**

There was still no new partner to help run the practice with Dr Carruthers and Dr McKenzie. Two interested GPs had been to look at the practice and one GP was coming back in February so there was hope that he would accept the post. However the practice had been more settled in the last 6 months with the help from regular locums Dr Quill and Dr Ludwig and Advanced Nurse Practitioner Tracey Hembrough. More recently a new very experienced Advanced Nurse Practitioner Mrs Tracie Brettell had joined the practice part time and proved a very popular and capable member of the team.

The practice also had a GP registrar, Dr James Sherrington for 6 months who had been able to see some patients and reduce the workload of the other partners. He will

be leaving the practice next week for his next assignment on the road to becoming a fully fledged GP and he will be missed by patients and the surgery staff.

The next GP registrar would not join the practice until August 2020.

### **3. Telephone Triage**

Mr Cary informed the group that he thought the telephone triage system was working well and it was proving very useful in managing the increased demand within the practice. Both CG and FC had reservations particularly for the elderly who might find it difficult to express themselves over the telephone. However after discussion Mr Cary was able to reassure them that the GPs knew their patients well in a small practice and anyone with difficulties would be booked in to see a Clinician. Children were already flagged up as needing urgent call backs and the reception staff are well trained in prioritising any urgent symptoms such as chest pain. Mr Goninan did suggest that a patient survey on the issue be carried out but Mr Cary informed him that at present this system was the best way to manage the demand with the resources available. It was agreed to keep the system under review and monitor the patient survey when it was carried out for any detrimental remarks over the appointment system. Two members of the PPG had used the system and were full of praise for the efficiency and treatment that they had received.

A member of the PPG did enquire about the dispensary response times when waiting for a prescription to be dispensed and collected. This had been a cause for complaints but Mr Cary has introduced a monitoring system that will identify any wait times of more than 20 minutes. These are investigated and the reason recorded by the Dispensary Supervisor. This control has resulted in a general improvement in wait times.

### **4. Embrace**

This was a new initiative which again focussed on Care in the Community and giving care at home. This was discussed at length but as usual the group agreed that funding was a major concern as this policy would only work well if properly financed.

### **5. Annual Check Ups over 70s**

All patients were not offered a well person check but anyone with a long term condition are closely monitored annually under NICE guidelines. Also all patients over 45 years were offered a blood pressure check and all new patients are offered a medical check-up.

### **6. St Just Tri Service Safety Officer**

Mr Cary informed the group about a new Drop in Service provided by a Tri Service Safety Officer. It provided help with Fire Safety, police neighbourhood matters, Social behaviour and any other issues that might require help. There would be a Meeting at the Fire Station on Tuesday 4<sup>th</sup> February between 12 noon and 2pm

### **7. Penwith PCN**

Mr Cary informed the meeting that the Penwith Primary Care Network had been set up. It included all the local GP surgeries from Penzance, St Ives, Hayle, Marazion and St Just. There was a suggestion that all these practices should have the same

software provider to ensure ease of working together. This could mean that Cape Cornwall would need to change systems and this would be quite disruptive for a

period of time. Dr Battle the geriatrician had been employed to visit patients at home and a clinic at the surgery. This proved extremely helpful for the elderly patients but unfortunately the funding had now run out and the service had ceased.. It was hoped that this could be re-started again through funding by the Penwith PCN.

#### **8. AOB**

There was a short discussion about the improvements to West Cornwall Hospital and the policy that required a sale of some land to help fund the build. It was a worry as to where West Cornwall Hospital would find any spare land and therefore a concern that the improvements would happen at all.

There being no further business the meeting ended at 8.45pm. The date of the next meeting was arranged for 26<sup>th</sup> March at 6pm

**9. Date of next Meeting:** 26<sup>th</sup> March 2020 at 6pm