



## MINUTES OF PPG MEETING 12 Jun 2019

MW had written to say that she was standing down from the Group for family reasons but has offered to keep sending out publicity material for the moment. MW has been a member of the Group since its inception in 2014 and recently has held the publicity portfolio. She will be sadly missed. The Group made a formal Vote of Thanks for all the work she has put in and wished her well for the future.

### 1. Minutes

The Minutes of the meeting of 10/4/19 were approved. On Item 9 – booking on-line appointments, it was reported that the system was working properly but actually only a limited range of services could be offered on-line, eg doctors appointments could not generally be made due to the need for the receptionists' triage system. It was suggested that this be made clearer on that web page preamble.

### 2. Update from the Practice

Over the past few weeks, 3 nurses have resigned but 3 more have been appointed although there will be a training period to familiarise them with GP practices. This is likely to be the future pattern of recruitment.

The new NHS contracts for GP practices require that they should form networks with nearby practices so as to cover normally between 30 and 50k patients. In fact TVH has joined an East Cornwall network stretching from Launceston to Looe with about 105k patients. This is similar to the area currently covered by an existing grouping. The NHS is putting in significant funding for around 65 new staff who become a resource for the network. The network should enable greater cooperation between the practices and also make more efficient use of resources. It was suggested that this would make the Umbrella PPG more important to the area and therefore that TVH PPG should be more active within it.

### 3. DNA Analysis

The DNA statistics for the last two months have shown a marked improvement compared to the same period last year. In May 98.2% of appointments were kept. The PPG agreed a new poster with a positive tone but suggested that "wasted" should be revised.

### 4. TAPS group

The TAPS Steering Group has been working on a new publicity flyer to be placed in patient contact points such as Derriford's urology and oncology units (at their request!). They can also be placed in doctors' surgeries or even offices so that they can be given to newly diagnosed PC patients. The specific aim is to publicise TAPS as a support group rather than raise PC awareness. The SG has received a start up grant of £700 from TACKLE. The last 2 TAPS meetings have had about 20 attendees, the last one being an excellent talk from Mark Mantle, a Urology consultant at Truro hospital. The main problem now facing the group is finding speakers.

### 5. Social Prescribing & Directory Development

DK has found difficulty in getting local organisations to complete the form for the

Cornwall Link. At present only about 4 have completed the form and it will clearly be a slow process. However non-compliant organisations will still be included on the PPG database which can be handed over to a new Social Prescriber once appointed.

6. Bank Account  
ST(Treasurer) has now succeeded in opening an account at Lloyds for the PPG. She is awaiting the first statement to see whether the £250 Umbrella group donation has been transferred from TVH!
7. Patient survey project  
ST had kindly offered to lead this project. It had been agreed that the PPG would use Q9 from the PPG Patient Experience Monitoring Questionnaire as a base but perhaps modified a little. It was also agreed that the group would contribute to the design. ST had revised the questionnaire and various comments had been received. There was considerable debate at the meeting on the objectives of the survey, how to sample the population, etc. It was agreed that ST would set up a small brainstorming group with DL and CG to interact with the Practice.
8. Patient e-communication project  
MN had kindly offered to lead this project and subsequently DL offered to join her. The idea is to encourage patient use of on-line services (System1 at TVH) for activities such as on-line appointment booking, prescription renewal, checking test results, etc. MN and DL are preparing a list of questions and MS agreed to discuss this with them in the near future.
9. Any other business
  - a. Patients Facebook page: A Facebook page is apparently operating with about 80 members under the PPG name but it often has inappropriate postings. It has been suggested that this PPG might like to take over the moderation of it. It was agreed that the PPG should not take on this burden and that the other group be requested to remove the PPG reference. A notice will be posted on the TVH Facebook that the other Facebook is not connected to the Practice or to the PPG.
  - b. The Chair frequently receives invitations to meetings of other related groups which have connections to the work of PPGs in general. At present there are calls for members to join the Citizens Advice panel of Kernow CCG, to attend meetings of Kernow CCG, and to replace DK as the rep on the Umbrella Group of PPGs (AE offered to take this role). These will be circulated in future but it was agreed that we should not feel obligated to join and it would be a matter of personal interest.
10. Date of next meeting: Wed 11 Sept at 1830  
This meeting to set the agenda for the AGM, possibly in October.