



Minutes Of PPG Zoom Meeting 17th June 2021

In attendance: PPG members and Practice staff.

The meeting was held using Zoom technology with PPG attendees at home and Practice personnel in the surgery.

Welcome. The Chairman welcomed everyone to the meeting & apologies were noted.

1. **Minutes of previous meetings.** The minutes of the meeting on 11th May 2021 were approved.

Matters arising from previous minutes:

The Practice has yet to report on the contact with Abbey surgery relating to their success with the last patient survey.

Permission was given to a member to email the Practice to enquire about collecting statistics on the current pattern of Practice appointments.

Matters arising from the May meeting.

A members meeting was held on 25th May to discuss who is interested in various projects. Interest was expressed in the building project and also Social Prescribing relating to gardening. The Practice has a new member of staff working 4 days a week across the PCN hence 2 days at Callington and two at Launceston medical centre on Social Prescribing including home visits. Contact will be made to enquire about how the Practice can assist in future gardening projects offered under the 'well being' banner.

PPG members are keen to be involved in administration eg. leaflets / posters / information on the TVH website and FB page and attracting new members. They are also prepared to help with patient contact for future flu clinics and marshalling. A guided tour of the Practice will help increase understanding for the members and they will each complete a Volunteer agreement.

2. **Update from the Practice.**

Recruitment - A new pharmacy technician who previously worked at Derriford has been appointed to help the Practice distribute between 26 and 27k medications monthly. The Practice also now has a full time mental health practitioner. There has been an increase in anxiety and issuing anti-depressants so the role is really important.

The Practice has been modernized with air-con in clinical rooms and the aim is to try to establish a new 'normal' for July, starting with Saturday morning opening hours. Flu clinics requiring some 8500 vaccines are due to start at the end of July / beginning of August with 50-64 year olds now eligible.

It was asked if it is possible to reduce the length of the message patients receive when telephoning for an appointment but Government guidance has so far indicated what is necessary to say on the message.

A general discussion was had about the projects planned and it was agreed that the PPG members would hold a further meeting to discuss administration, come up with ideas about what they think patients need to know and how to attract new members.

Members asked for a more structured approach to future meetings dates. PPG members will agree on which day of the week suits them best.

Any Other Business.

A new initiative 'Co-ordinate my Care' discussed at a previous PPG umbrella group meeting is about encouraging all agencies to have access to Patients records particularly relating to end of life care. This could be another piece of work for the PPG to communicate the issue to patients. According to NHS digital, if patients wish to opt out of data sharing they should inform their surgery as soon as possible as opt outs need to be applied by health and social care organisations by 30 September 2021.

Date of the next meeting: Thursday July 22nd at 3pm by Zoom.