



**Tamar Valley
Health
Patient's Group**

tvhPPG

<https://tamarvalleyhealth.org.uk>

Minutes of the meeting of 1st February at Callington

The meeting was opened by the acting Chairman who thanked everyone for attending.

Minutes

The minutes of the last meeting were approved.

Matters arising

December had been the busiest, they were working up until 6 pm The pharmacy was busy all the time with queues going out the door. This December had a 4 day weekend which didn't help. Patients appointments were about 9-10,000 a month. More coughs and colds to deal with and a lot of respiratory ailments are about. It is coming up to the end of the financial year and there are legal requirements concerning treatments, etc., which have to be met. Staff sickness is down a bit because staff with just a cold are still required to work and can wear a mask. This helps in the running of the practise. But sickness is obviously more prevalent in the winter. Covid, though, has made people very anxious.

The meeting was informed that having spoken to the council asking them to change the Neighbourhood Plan so that the Callington practise can extend out the back by 400 meters, it was made known that the council is onside with this.

A member of the practise told the meeting that there are now 2 new Paramedics and a new doctor employed with the practise. She also said that the boundaries have been moved so that only patients from Cornwall will be able to sign on.

She said that the phone system is being upgraded in about 2 months, which will make it easier for patients to get in touch and the general running of the practise will be much easier. The "call-back" system will be much improved and there will be better queue managing. It is hoped that it will help in liaising with Derriford Hospital which is so far very difficult.

She is not happy with the new GP Survey which is asking about dentistry and pharmacy. This is nothing to do with GPs.

PCN Update

The Launceston Hub was discussed. This is a hub which allows patients to be filtered through to the best department for their treatment. It will take away the pressure by sending those who have a minor illness and can travel to the Hub instead of being seen in their normal GP appointments. It is offered to Tamar Valley Health too. So far, a few of TVH patients have already benefitted by this.

Deliveries

No change has happened yet. The Pharmacies are still behind and as a result there are multiple deliveries in one day. The patients are now emailed with a warning of the time of delivery. This does not always work but texting people costs a few thousand pounds a year and it is free to email. There are about 25,000 deliveries last year.

Drop-offs are allowed but only where it is left in a safe place. The good news is that the number of Medpoint users has gone up.

Improvements

The décor in the Gunnislake surgery has been improved. The seats in the waiting room are to be re-upholstered but it is far too expensive to replace them for better seating. The painting has nearly finished and the reception area is much improved. Callington's improvements will be next, possibly in March and will take about 4 months. Gunnislake dispensary is being improved structurally which will make it easier to work in. Callington needs a bigger dispensary.

Ear Irrigation

This service is no longer viable in either surgery. A practitioner is specially trained to carry out this and has been offered free up until now. At Gunnislake, after Jane has finished her training, micro suction will be available at a cost of £50. For those people who cannot afford this, it is possible to go to the Liskeard hospital where they will offer a free procedure. This change of practise will take place in a month's time. If Jane sees anomalies she will photo the ear and send the picture to the Audiology department. It was noted that most people should be able to look after themselves by caring for their ears with olive oil and correct cleaning. NOT by using a cotton bud, which makes the impaction worse.

The practise will be offering a Travel Health service on a private basis. It was suggested that all this information should be made public and it will go on Facebook and the Practise website. Dressings and minor injuries will be helped too. It will be better for the practise to do this instead of having to go to the Minor Injuries unit in Tavistock or Launceston. The practise would be paid for the service. Patients can attend Future Inns in Plymouth for blood tests if they wish.

Treasurer

The Treasurer said there is no change to the account and it currently stands at £377.

Any Other Business

A member of the group asked about a memory clinic. He was told it is possible by booking an appointment with the practise for a test with Helena who will make an assessment. There will also be a blood test to make sure there is no underlying problem.

The previous secretary gave the new one the template for the Volunteer badges. It was emailed to a member who asked for one. She also suggested that the group had its own email address for easier access. The acting chairman said he would set this up.

It was noted that Sharon Trafford's details are still on the website even though she is no longer a member. It will be dealt with.

A suggestion was made that PPG should have another advertising table at the Callington business day...It was also suggested that the group should have the odd coffee morning to encourage the general public to visit and ask questions. This was agreed.

It was noted that the FB page was out of date and the NHS app is faulty. This will be resolved immediately.

There being nothing more to discuss, the meeting ended. **The date of the next meeting is 4th April in Gunnislake.**