



MINUTES OF PPG MEETING 2nd December 2021

In attendance: PPG members and Practice staff.

The meeting was held at Callington Surgery. In the absence of the Secretary, the Chair recorded the minutes of the meeting.

Welcome. The Chair welcomed everyone to the meeting including a new member and apologies were noted.

1. Minutes of previous meetings. The minutes of the meeting on 2nd September 2021 were approved.

2. Matters arising from previous minutes:

Newsletter – LAB unable to contact Calstock News (email problems at their end) but will send info in future. ST to send on details of all Newsletter contacts in the area. **Action** – ST to send contact info to LAB so she can send articles for publication. Carried forward.

DL not yet able to contact Plymouth University, to see if there are any student volunteers that could assist PPG, as they are not due to return until end of September

Action – DL to contact University. Carried forward.

DNA statistics –DK asked if it was possible to get info on GP appointments by type – ie LIVI, phone, email etc and also chains of contact (phone call that leads to GP or other appt)? **Action** – LAB to look to see what info available, though chains of contact not likely. Carried forward.

3. Update from the Practice.

The majority of those eligible for a booster have been vaccinated with two more clinics in December and one in January 2022. This relates to cohorts one to nine and includes care homes and housebound patients. As the Pfizer vaccine is being used, a fifteen minute wait is required after the jab so more time is required reducing the number of visits per day. All housebound patients were contacted to explain the delay and some were able to get transport to the Practice for their booster jabs.

The rules for those working at the surgery differ to the rules for the public meaning that should a member of their household test positive for covid, they too need to self isolate which in turn creates staff absence and more challenges for the Practice. The Practice are waiting for clarity relating to the rules for frontline workers who do not intend to take a Covid job and exactly who this will apply to. The shortage of blood tubes was managed so that nothing was cancelled but some tests were restricted.

There is a new person due to start on 3rd December in a new Foundation 2 post with four months experience at general practice.

The Practice is looking into the purchase of a new machine to be used for dispensing non controlled drugs. Patients would be given a unique code to use to collect their

medication, feedback from around the country is good although there is a restriction on the size of bag for collection.

4. Reports and updates

- a) Bank account status – Balance stands at £374.02. Recent purchase of a second PPG poster intended to be displayed at Gunnislake. (cost £13.99)
Unfortunately the poster delivered to Callington has gone missing so another one will be purchased. Action – ST to source from a different provider as may be cheaper.

5. A.O.B.

At the AGM, JR had expressed concern that new mothers often have to travel some distance for appointments. IC said that health visitors and midwife services are not provided by the Practice but by the council. The Practice inform the midwives when a patient is pregnant but then have no involvement until the six week mother and baby check. JW contacted Health watch to enquire and reported that Maternity Voice is hoping to carry out further surveys in East Cornwall to gather feedback re maternity care. Healthwatch is asking for patients/ carers/family members to contact them to give feedback on the care and support of patients after discharge from hospital in the last six months. There is a facebook page called Kernow Maternity voices with information.

LAB said she would put up a poster in the surgeries and that the Practice could arrange for a midwife to go to the surgery to meet a new mum if travel is an issue.

- Members offered to help at the Covid clinics on December 10th and 11th. LAB to provide PPG lanyards and to ask MS to liaise with PB and JR (10th) and ST and JW (11th). RW offered to help at Launceston but the TVH are not running that site.
- The Practice manager at Launceston did not come to the meeting. IC has a meeting in the near future and will suggest a joint PPG meeting with Callington and Launceston personnel.
- ST has been asked to provide an article for the Gunnislake gateway Newsletter (JR is the editor). She will produce something using past PPG member appeals and including some of the information from a recent email that MS sent out to patients with a view to informing patients of the challenges the Practice staff face. LAB will approve the article prior to submission, the deadline is January 1st 2022.

Date of the next meeting: Thursday 3rd February at Gunnislake Surgery 1830.