



**Tamar Valley
Health
Patient's Group**

tvhPPG

<https://tamarvalleyhealth.org.uk>

MINUTES OF PPG MEETING 5th October 2023

The meeting was held at the Callington Practice

Welcome. The Chair welcomed everyone to the meeting and apologies were noted.

1. **Minutes of previous meetings** - The minutes of the meeting on 3rd August 2023 were approved

2. **Matters Arising** –

Receptionist Interview for Newsletter– this has still not happened and the PPG is no longer chasing for a date

Pharmacy Queue Busting – It was reported there were less people queuing and Medpoint in use. Still good for PPG to encourage use of Medpoint. Leaflets seem to have disappeared.

The Practice said that the Medpoint machine was currently broken at Gunnislake but would be fixed on Monday. Saturday opening & extra deliveries had also helped with the queues. A delivery app for the drivers is due to go live by the end of the year which will improve communications between the drivers and patients. It was asked if the app would integrate with the NHS app but it is stand alone and will not integrate.

The Practice will continue to encourage the Pharmacy staff to advertise Medpoint.

It was asked what would happen if a delivery was due on a bank holiday Monday, as a PPG member had been told the meds would be delivered the Monday after. The Practice said that drivers were asked to work on the Sat or deliver later in the same week.

It was asked what happened for urgent meds. The Practice stated said that they are delivered after 5pm wherever possible. It was noted that the Paramedics now carry a selection of useful drugs such as antibiotics when visiting patients to reduce the number of urgent med deliveries.

TVH Website – all requested changes completed

Time out with ordering Meds – The issue with the greyed out meds is still to be resolved.

It was asked why hospital prescribed meds needs to be reviewed monthly. The Practice said it was necessary as it had not been prescribed by TVH.

Patient Survey – It was decided that PPG would do a patient survey in 2024.

3. **Update from the Practice – MS & LAB**

1. **Staffing**– Two new GPs and a new locum starting. Interviews underway for a new trainee and there are still paramedic & pharmacy vacancies outstanding. Diabetic Clinics are being run in line with the updated NICE guidelines and Research work in underway regarding length of treatment for UTIs.

2. **Premises** – Gunnislake building currently being updated. Land searches going through for land behind Callington practice building (apprx 400sqm).

3. **Wages** - BMA agreement with practice staff in place . Fair wage increase of 6% funded by NHS

partially and rest from practice funds.

4. **Other** –

- a. Tele system being reviewed and maybe changed
- b. Reviewing different online triage systems instead of e-consult

5. **PCN** – nothing to report – Capacity Access plan continuing as scheduled with Saturday opening at alternate practices.

4. Reports and updates

- Bank account – Balance – no change

5. A.O.B.

- Flu/Covid clinics – if any one can help please contact the practice. Staff parking elsewhere to help clinics on Saturdays
- Surgery door at Gunni – It was asked if it was being changed as button a long way away from the door as it opens out. This was in hand and it would soon open inwards and be wider.
- Communications – An update on all the staff working to the same info was requested and the Practice said it was in hand.

The meeting closed at 8.15pm.

Date of the next meeting: December 7th at Gunnislake Surgery at 1830