

## Patient participation Group Meeting

18<sup>th</sup> October 2016

Present: Helen Wood, Peter Rabson, Ang Goodman, Philip Lessels, Sue Rabson

Apologies: Nick Lane, Clare Ireland

Unable to attend: Rachel Cubbison, Jenny Finch, Amanda Carter

Sue thanked everybody for coming. Sue gave an update on the new building following the draft publication of the Report by PFA Research. Details of this will be released at a later date when the final report is released.

### Staff problems

Unfortunately the new receptionist, who started work with the practice in mid August, has decided the job was not for her and has resigned and left. Another senior receptionist will also leave the practice at Christmas. The practice is in the process of recruiting two receptionists. In the meantime the shifts have to be covered and this is causing problems. Sue has advertised the jobs on Indeed website and had good interest from potential candidates. Hopefully the posts will be filled in November and training can begin.

### Walking Group

Helen is involved in the Old Bank Project and proposes a walking group at the Old Bank, in conjunction with the practice. The core would be Jo Raymund-Barker, Jill Smeeth, Patience Rudd and Helen, plus other regular walkers, but if there were patients who could do with walking to improve their physical or mental health they will be welcomed to the group. Helen is hoping the doctors may be able to 'prescribe' the walking group and asked if it were possible to be able to monitor whether health had improved. This could be difficult due to patient confidentiality, except in very general terms. The first meeting of the group is set for Thursday 20<sup>th</sup> October at 4pm at the Old Bank. Helen plans to split walkers into two groups, so that keen long distance walkers could set off earlier and then meet up for coffee and cake with the rest of the group at the end. If the group takes off, Helen has asked if the surgery would fund the use of a room, the cost of this will be £20 per week for the large room, or £5 for the small room.

Helen has been asked about possible exercise classes whilst sitting in a chair, for the less able, and is looking into this possibility with a sports trainer.

The Old Bank project is looking for volunteers to be trained to assist with a Credit Union if anybody is interested. The more volunteers, the less shifts they will have to do.

### Flu Vaccinations

The practice has ordered, and will have to pay for, 700 flu vaccinations for this season. NHS England have allowed pharmacies to provide this service as well this year. The practice is informed of patients who have been vaccinated by the pharmacy, and there is a concern that if lots of patients take this up, the surgery could be left with a bill for unused flu vaccines which still need to be paid for. The surgery has been instructed that it is the patient's choice where they are vaccinated and

they will be in breach of contract if notices are displayed asking patients to support their GP surgery. The restrictions do not seem to apply to pharmacies, however, who are telling patients that they will be helping the GP practice by having their vaccination at the pharmacy. There is nothing the practice can do about this, but I feel the group should be aware that it is just one more challenge we are facing.

#### Befriending Groups

Sue asked if anybody knew of any local befriending groups. This is for a Delabole patient who is recently bereaved and has no transport. Ang suggested Tricia Hicks who runs the Hospital Car Service in Delabole, to see if she can suggest anything. Sue Gardner at Cruse was also suggested by Philip. Sue will contact these people and see if anything can be arranged.

There is also a need for a shopping service for an elderly patient who is finding the bags too heavy for her now (aged 95). Sue will try Cornwall Volunteers to see if there is anybody in the area, also the Red Cross.

#### Breast cancer

One of the patients, Bridget, has offered to telephone patients who are undergoing treatment for breast cancer, she has finished treatment and feels she can support others at this very difficult time. Sue will display a poster in the surgery with a phone number and e mail address.

#### AOB

Philip advised there are 2 pre planning applications under consideration for over 100 houses at Tregoodwell and Valley Truckle. County Highways will be consulted about potential traffic problems the developments may cause. No decision has been taken yet and a formal application is yet to be submitted.

Sue attended the Town Council meeting recently discussing the above planning pre-application, and it seems that the planners only look at planning rules when making decisions. They are not concerned with infrastructure and whether the town can cope with the extra residents.

The meeting closed at 3.45pm.