

Carnewater Practice Patients Group

Minutes

9th April 2015 at ASDA TRAINING ROOM
starting at 1.30pm and ending at 3.00pm

Attended

Judith Campbell, Patient Liaison Officer
Val Cox
Diana Gerry, Treasurer
Andrew Green
Antony Hall
Brenda Keen, Vice-Chairperson/Secretary
Viv Legg
Maggi Woods, Chair

Apologies

GP from the practice, Fiona James, Kevin Marshall Publicist, Rita Wilson, Lewannick Member
Sally Poxon, Managing Partner, Emma Langstaff

Opening Remarks & Apologies

Meeting started on time. A few members did not have their group badges. A similar situation at Lewannick. Please remember them. Card for the retiring doctors were signed by the group. The group were saddened by the loss of Louis Riley who had died in late March. Brenda &/or Judith to attend his funeral or memorial.

Agendas were from the last two meetings - not held due to illness,

Matters Arising :

- Family & Friends results had not been received for 2015. **PLO C/F**
- Leaflet racks at Lewannick - SP informed. they were being looked at by the group.
- Meeting with GPs re survey findings - SP/EL would prefer the discussion in the meeting but when we will all be able to attend may take a few meetings and we are in danger of publishing without their input which is not preferable. **Maggi to C/F**
- Weighing Machine ; Practice has agreed to purchase software and maintenance which reduces group costs to £4350. Passed unanimously by group. Invoice to Treasurer Practice to arrange installation and to invite group members to demonstration. Lewannick Group will monitor the usage at Bodmin before agreeing to have one in the small surgery. This frees up funds for the Blood Pressure loan scheme for Lewannick initially. Do we need to be there to help patients use it? Practice to let us know. **PLO C/F**

PLO Report :

to email Emma Langstaff about the future of the Lewannick Surgery.

Partners are impressed with our plans for the weighing machine and Dr Hignell has offered to do another marathon to help with the maintenance costs. In the light of his recent heart problem, this event was under review! He will probably be off work for 2 months.

Retirement Party for Drs Stead & Tulberg on 17th April at Bodmin Jail at 7.30pm.

No success in GP recruitment although two locums were in place, one having been with the practice before.

NHS Kernow pay for District Nurses.

None of the clinicians at Lewannick had raised the couch as an issue but group to gather evidence where possible.

Invite nurses to attend meetings - **Maggi to write to Claire.**

Patient failing to attend their appointments is beginning to cause concern especially when they are urgent and asked for on the same day. Have we any ideas to improve this situation? The Practice are planning to write to patients. Tony informed the group a surgery in Truro "fines" their patients in similar situations. Recurrent offenders need to realise how much delay for other patients this costs. The equivalent of a week's appointments with a GP had been lost in March 2015. A reminder system has been tried previously. RCH send a text message to remind about the appointments. Getting through to the surgery to cancel an appointment is not easy but the group agreed the system had improved. A dedicated appointment line/clerk was suggested. Then a follow up call on the day to find out why they had not attended could be the way forward. Maggi asked if there was any information on the missed appointments? Analysis would possibly

reveal patterns arising and highlight recurrent offenders. When is an appointment failed? Have they a standby list? Could be desirable. Take back to Practice: if information can be provided Maggi happy to monitor and analyse. **PLO C/F**

Lewannick Report

Project ; Draft confidential booklet handed to group for feedback and comment by 17th April please. Change of Coordinator at Lewannick with two other members of the group acting as coordinator and chairing meetings. Maggi Coordinator with Barbara Sleep to chair meetings. **Maggi to inform SP.** May Fayre stall booked for 4th May/Bank Holiday - Maypole dancing and fete - to provide our group awareness, diabetes awareness and game fundraising. Brenda asked for any contributions from the group. Val & Tony contributed. Receipts given to Treasurer as contributions to the group. Caretaker/Group Member Betty White finally retired from Caretaker roll but remains a member at Lewannick.

Constitution

Draft constitution circulated. Sub group have met: affiliation to Patients Association replaced NAPP. Membership - officers to be elected each year. Partner from the Practice should be present at AGM and meetings wherever possible. Quorum requirement changed to 4 members and one officer which will facilitate meetings taking place when smaller numbers attend. Certificate of Audit when accounts completed should be produced at AGM. Maggi asked for paragraph to be added to encourage members from each surgery are encouraged to become familiar with the staff and buildings to enable a better understanding of the others needs. Val asked for input on being a member meant from all the group. EGM procedure to be included, 1/3 of the membership can call an EGM within 15 days: there are 22 members in the group. **Val to email out.** Adoption of new constitution item for AGM. Travel expenses were clarified for Chair & Vice-chair, reasonable out of pocket expenses as agreed.

Patients Association

Maggi suggested that we join this association as having attended their workshop, the group were in favour of this. Membership is £20 per year. Application form handed to Treasurer. They were leading the way in uniting the PPG's in Cornwall to form umbrella groups. **Maggi to inform SP. Di to send off form with cheque.**

Expert Patients Programme

Managing your own condition more effectively and a further title Leadership and Patient Management. Two courses in place in Liskeard and Newquay. Elaine Kernow has offered to run one in Bodmin if 12 patients can be found to attend. Multiple or singular chronic conditions. 3 hours per session; 6 weeks on consecutive Fridays. Advantage of the course assists people to manage their conditions more effectively and therefore their GP has the ability to manage the condition with the informed input from the patient. Gives patients the skill set to work effectively with the PPI and Health services. None of the group felt they could commit to this programme at the current time. **Maggi to advertise the EPP in the Patients Newsletter.**

Fundraising

Bodmin Heritage Day 4th July 2015 starts at 8am , stall set up and we play our game until we run out of prizes. Children in Need and Lions Fair pencilled in for later in the year. Email from Chris Iremonger; Patients Association are looking for 5 placements for student nurses to take on a short term project to complete their work. Group problem was no project at present. **Maggi to go back to Chris** and find out further information. **Maggi to email info to group.** Involvement with patients is desirable.

Any Other Business

Open Day in the surgery with different groups having a display for the patients to access - will need advertising. Possible series over a week over a few weeks. SP view is for the medical staff to advise. This is proposed to allow access to other groups in conjunction with the Practice to widen the patients knowledge. Brenda will revisit the carers group for the next newsletter. No feedback from the Practice on the Health & Wellbeing centre. New health centre under the "Better Bodmin" scheme is proposed. PPG feel they should be informed on the development by the Practice. Reports from Officers at AGM please. Vacancy for Editor. BK to advertise in local press & JC in surgery.

DONM AGM 14th May 2015 1.30pm