

	<p><u>Carnewater Practice Patients Group</u></p> <p><u>Dennison Road, Bodmin</u> <u>Landy House, Lewannick</u></p> <p>Minutes of the meeting held on 11th September 2014 at the Training Room, ASDA Bodmin</p>			Action by
<p>PRESENT</p> <p>APOLOGIES</p> <p>Absent</p>	<p>Judith Campbell Val Cox Diana Gerry (DG) Andrew Green Brenda Keen (BK) Viv Legg Maggi Woods (MW) Rita Wilson</p> <p>Fiona James Kevin Marshall</p> <p>Sally Poxon</p>	<p>Patient Liaison Officer</p> <p>Treasurer</p> <p>Vice Chairman/Secretary</p> <p>Chair CoOrdinator, Lewannick Patients Group</p> <p>Louis Riley Emma Langstaff</p>	<p>Maureen Matthews</p> <p>Anthony Hall (AH)</p>	
	<p>MW glad to see people present and gave apologies for forgetting Val Cox apologies for the last meeting (in advance). There had been an error in the Heritage edition of the newsletter - MW had stated that the surgery was on the site of Tenby Hall which was incorrect. Thanks to Bodmin Historical Society for spotting the error..</p>			
<p>Minutes of the last meeting</p>	<p>Minutes of the meeting held on July 2014 were not agreed (oversight on MW behalf) - to be carried forward to November Agenda</p>			MW
<p>Update on Network</p>	<p>As the speaker for today was unable to attend, MW proposed to let AG have the time slot.</p>			MW

Matters Arising	<p>“Constitution Review” c/f to November meeting as neither Val or MW had their copies to hand. Draft copy of constitution handed to AG. Please bring your documents with any notes to the November meeting. C/F</p> <p>Signatures for the “Your GP Cares” petition had been collected and handed in - approx 750. Thanks to all who collected the signatures.</p> <p>The installation of the defibrillator was ongoing - Emma had spoken to David Eno and passed all the details to him. C/F</p> <p>No further information on the Weighing Scales for Patients use in the Bodmin waiting area. C/F</p> <p>The Group have been asked to facilitate Teas & Coffees at the forthcoming Drop In Flu Clinics at both Bodmin AND Lewannick (Village Hall). Bodmin clinics are 4th, 11th, 18th, and 25th. Lewannick Clinics are 8th and 22nd from 1.30 to 5.45. Practice to provide all refreshments. BK to arrange cover for Bodmin Clinics and Betty White from the Lewannick Group will be asked to do the same at Lewannick. Bodmin cover arranged as follows - MW/BK on 4th; JC & VL on 11th; BK/MW on 18th; and VL & LR/DG on 25th.</p> <p>Lewannick to be arranged. Posters produced and distributed and local newsletters contacted to run the posters for their parishes. Surgery to be approached to pay for a 2nd large banner for a more central location in Bodmin. JC to contact SP.</p> <p>Your GP Cares Petition - over 750 signatures were estimated to have been collected between both surgeries - again thanks to the members of the group who went out and accosted Bodmin residents !</p> <p>No recent Newsletters in Surgery ? BK - MW to check at Lewannick and pursue. They had been emailed to Sally P. JC had also contacted Becci who will rectify.</p>	<p>ALL</p> <p>BK MW</p> <p>JC SP</p>
Lewannick Update	<p>RW (now back from France) talked to the group about the next steps the group were planning to take in the light of the display & work carried out by them. RW will work on a small paper to be presented to the GP’s and possibly one of the medical journals - how the information will be used by the Practice is beyond the group’s control. Thanks were given to MW for facilitating the display and organising the group in RW absence. One of the ways forward could be PREVENTION which could reduce the number of appointments needed. Falls’ Diabetes and Exercise had been suggested as topics to pursue in the next year. The meetings at Lewannick will re-start on 26th September at 1.30pm.</p>	
Speaker	<p>AG updated the Group on the recent events that had taken place but was no further on to contacting the other PPG’s with a mailshot. MW interrupted AG and said that email had been received from SP informing the group about a Patient’s Participation Workshop to be held in Bodmin on 24th October at the Shire Hall from 1pm to 4.30pm. 3 members from each PG were invited to attend. In light of this step forward from NHS Kernow and the Patients Association, it was agreed that the group should attend with as many members as possible and for that purpose only, we will be proposing 3 members from the CPPG and 3 from the Lewannick Patients Group. (MW BK JC VL VC RW). AG to attend separately in another capacity. MW agreed to fund the mailshot when it was ready approx £30.</p>	<p>MW BK JC VL VC RW</p>
Triage appt & system report	<p>JC had met with Rebecca Weeks. Copy of reply from RW to JC attached. C/F for discussion.</p>	

AOB	<ol style="list-style-type: none"> 1. MW proposed a Petrol allowance for BK (VP) & MW of £10 per round trip which according to Google was the cost of the journey. This was seconded by VC and by VL. Invoice to be submitted to the Treasurer for recent journeys. 2. BK asked for donations for Children In Need on 14th November. Box Game on a smaller scale; money or items for raffle or cakes for sale acceptable. 3. BK also asked for similar items for the Lions Fair event on 22nd November at the Shire Hall. Box Game being the main fundraiser on this occasion. (Funds for the group). It was suggested a limit of £3 - £5 in value was acceptable if unwanted gifts are donated. Larger prizes to be provided by MW/BK&JC 4. BK felt that although new members should be invited to attend especially younger patients, the group should be mindful of their ability to function and corporate identity. 5. Due to the small space at Lewannick, MW had decided not to install the proposed noticeboard but had produced a display book for the information of the patients who attend there. 	MW ALL ALL
DONM	As agreed 6th November 2014 at 1.30pm in the Training Room at ASDA Bodmin	ALL

Post meeting note

A bequest of £6,000 has been received by the group. Thanks has been sent to the Solicitor involved. RW unable to make Workshop day - another member from Lewannick to be approached.

Questions asked by Judith

1 Can you confirm that I am not that confused yet and that you did say when patients ring reception they are asked if an appt. is needed that day if not an appointment will be made 2-3 days ahead?

2 Is it possible to walk in and make an apt 2-3 days ahead.?

3 Is it possible to ring and actually ask for an apt at a time to suit you if not urgent ?

Response from Becci Weeks

1) When patients phone in a receptionist will ask if they feel its something they need to see/speak to a Dr about before the next pre-bookable - the receptionist will then tell them when next available pre-bookable is and if patient feels they need to be seen before then they are added to the telephone list for a dr to call them back to discuss. Receptionists **do not** ask what its about, unless its for a **nurses appointment** as some nurses do not do the same thing and times vary depending on what the appointment is for (example a medication review is a lot longer than a smear appt)

The next pre-bookable appointment will depend on which doctor they wish to see and sometimes if their is a bank holiday it could be around 5 working days before the next one is available with any Dr or Nurse Practitioner but the Dr will always call if the patient feels it is more urgent than a routine appointment.

2) Patients can walk in and make a prebookable appointment but again its hard to say when the next one will be as it depends on who they want to see but we do try to offer within 3 days but can't guarantee, we are working on ways to improve availability.

3) Yes its fine to ring in and we will do our best to book an appointment to suit the patient but again due to demand we can't always promise that an appointment will be available at a certain time if patients have already booked them up but we can offer the patient to speak to a GP if they have concerns before the next available appt is due. Online booking is a good way to see what is available both at bodmin and lewannick for GP's. Unfortunately its too complicated at the moment to put nurse availability on as patients may book into a clinic with the wrong nurse.