

ROSEDEAN HOUSE SURGERY PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON 2nd March 2022 at the Eliot Hotel, Liskeard

Present: 8 Members, Liz Delbridge, Practice Manager and Toni Graves, Deputy Practice Manager.

Apologies: 5 members

Due to the current Pandemic this meeting was held in the large function room at the Eliot Hotel to allow for social distancing.

Liz began by welcoming everyone to the meeting, particularly a new member CM. Names of those that could not attend were taken.

MINUTES FROM LAST MEETING

These were approved with no matters arising.

CQC INSPECTION

This had been targeted on 3 areas – Safe, Effective and Well-led. The inspection was thorough and was in response to the wider Urgent Care Service in Cornwall. All staff completed a questionnaire and specific team members were interviewed via Teams. There were 2 inspectors in the Practice today.

The question was asked whether CQC were improving things or simply a tick-box exercise. It was felt that regulation can be positive but also negative. Toni, new to the role of Deputy Manager, felt it was hugely beneficial for her to see what the inspection entailed and what was expected of General Practice.

GREENER PRIMARY CARE

Questions to be answered were raised as follows:-

Can out of date stock be donated – 3rd world countries / Ukraine?

Blister packs – can they be recycled?

Over ordering and wasted medication – Boots dispense all medications when not needed. Would help if medications could be synchronised. Online meds – option to tick all easier to manage.

Ask Mikhala, Pharmacy Technician, to attend a PPG meeting to discuss further. Toni has recently worked in Dispensary due to low staffing levels and it was an eye opener with regards to all the processes that must be implemented when a prescription is raised. Opportunities to have a greener approach to dispensing.

Staff to have a green champion who could liaise via a What's App group with a splinter "green" team of PPG members – Liz to discuss with staff.

COVID VACCINATION UPDATE

GP Practices in South-east Cornwall will be starting 4th Covid boosters from April 2022. These are targeted at over 75's and clinically extremely vulnerable. We have over 1,000 eligible patients. We are hoping to use either community halls or Liskeard Methodist Church for vaccination clinics. We will also be vaccinating our Care Homes and housebound. Eligible patients will receive invitations to make an appointment from the Practice.

AOB

- Patient Access – not clear how patients should make an appointment. Need clear information on the website and a Facebook post would be helpful.
- Promote further “ask reception a question” - Invite staff member who oversees Patient Access to a future PPG meeting
- eConsultations are not available during evenings or weekends. This decision was made by the Primary Care Network for patient safety reasons
- Due to unprecedented staff sickness, we have been unable to review the telephone system but when staffing levels improve, we will renew our efforts!
- COPD telephone support – Liz to review
- Liskeard in Bloom – we are going to have flower display planters at the front of the building to celebrate the Queen’s Jubilee.

Please note that we have had to change the date of our next meeting – it had been agreed to be held on 4th May.

DATE OF NEXT MEETING - 4.00 pm on **Tuesday, 10th May** at the Eliot Hotel, Liskeard.