



MINUTES

Patient participation group

11/7/2023



**THIS IS NOT A FORUM FOR INDIVIDUAL ISSUES OR
COMPLAINTS**

- Apologies for absence
3 members sent their apologies.
- Umbrella PPG News
Please see separate attachment to this email – thank you JW.
- Guest Speaker – Emily O'Reilly, Primary Care Climate Resilience Project Officer (North and East Cornwall ICA)

Unfortunately, Emily was unable to attend due to unforeseen circumstances. Toni, Deputy Manager, talked about the Greener Practice Climate Toolkit that all Practices have signed up to. This has lots of advice and guidance on how to be environmentally friendly and has goals to achieve. Nationally there are 5 Cornish practices in the Top 10 and we are currently rated 10th.

- Minutes from previous meeting – matters arising and accuracy.

Matters arising:

1. Wadebridge Breathers – self funded and good housekeeping is maintaining the group.
2. Medication ready texts – patients not all receiving the text.
3. Walking Group – Social Prescriber trying to set up but must get Insurance cover organised.

The Minutes were signed off as accurate.

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- **Dementia Friendly Practice**
Sue, Nurse Manager, is meeting with Sarah Arundell, Admiral Nurse for Mental Health on 31st July so we can report back then.
We have received patient information from the Alzheimer's Society.
- **PPG constitution and terms of Reference**
Practice Manager will send out a draft document for everyone to read before the next meeting.
- **Flu Vaccination Programme 23 / 24**
The Practice receives its flu vaccinations week beginning 18th September. Clinics will run from 25th September and patients will be invited from mid-August onwards to book their appointments.
Currently we have not had any guidance on whether we will be co-administering Covid vaccinations.
- **Care of COPD patients**
It was felt that there needed to be a more joined up approach to care of COPD patients. Rescue pack information needs to be given to patients. Patients were not directed to the Liskeard Breathers Group for support. Suggestion is that we send out information to all COPD patients about support available and Rescue pack information.
- **Phone calls to the Surgery**
Telephone system needs adjusting. We are looking into the facility for the Practice to be able to call back patients.
- **AOB**
- **Practice Newsletter**
Items for future newsletters to include:
 - Recycling
 - Rescue pack information – they go out of date
 - Disposing of out-of-date medication or an Amnesty box in the Practice
 - Roles in the Practice, qualifications of staff
 - current staffing
 - Opening hours

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-Emergency numbers.

- Waiting room grubby – Practice Manager to discuss with cleaning staff.
- PPG member reported a patient who was immobile asked to come into the Practice rather than a home visit. Patient Adviser training issue and team lead to be reminded to check with patient if they can come into the Practice.
- Date of next meeting

It was suggested we change the time and date to see if that encouraged better attendance. Next meeting to be held at the Eliot Hotel on Friday, 15th September at 2.00 pm.

Agenda items please to Practice Manager.