**Patient Participation Group Meeting**

**Minutes 21st January 2014**

**Present**

David W (DW) – Chair, Margaret S (MS) – Treasurer, Muriel S (MS), Mitzy S (MS), Robin L (RL), Dr James M (JM), Debbie T (DT), Maureen M (MM), Venetia L (VL) minute taker. New member welcomed Beth W (BW), Nigel M (NM) – Vice Chair, Muriel S and Maurice W.

**Apologies**

Diana L (DL), Laura D (LD).

Nigel M warmly congratulated on his appointment as new Chair of Locality, PPG.

1. **Matters Arising from last minutes**

Page 1 item 12 should read Bristol Heart Foundation.

Disabled parking - the lines will be re-marked within the next few years. It would be very costly to do a small area. The space for some-one using a wheelchair is not adequate and will be taken into account.

**2. Treasurer Report**

Thanks to VL and MM for undertaking the cake stall at Church Fair for fundraising. The cake stall raised £91.65 but was poorly supported and not worth the time/cost invested.

Xmas raffle raised £125.55. Donations £138.44

Expenditure

Total: £280.00

Total in bank to date: £2458.96

Need more fundraising ideas and more support.

? Book stall and honesty box - 50p paperback £1 hardback.

E bench being sorted by MS.

It was agreed to pay N.A.P.P an annual sub of £40 - done by MS today.

**3. TRAC - Now Devon Referral Support Service (DRSS)**

1. DW will visit DRSS end of Feb. It is felt that these are not very Cornwall focussed. JM suggests DW asks for more Consultants who deal with Cornwall when visiting.
2. Survey of clinics.

**4. Survey of Clinics**

These can be open to misinterpretation - NM feels this needs to be re-thought. He will take this to Kernow commissioning.

**5. Post-op Survey**

? Should the questions be re-phrased? DT’s input requested here re translating of information.

**6. Fundraising/PPG Funds**

1. RL says that the lower steps at Downderry Surgery are dangerous. MM feels this is a Health and Safety issue and that the surgery should deal with this with the owners of the building. This issue will go to the Partners meeting.
2. Defibrillator - Cornwall Council will not be implementing this. Dr JM says that 1st responders do have a defibrillator in the village. If this is housed in the pub then it is open for anyone to use and not patients of the surgery. NM suggested we apply to the St Germans Shop charity fund for this although others felt the shop in St Germans would not be happy to do this. Dr JM suggested that the PPG could match fund (costs £1,200 - £1,500 and cabinet £250). The batteries etc would need to be checked. NM suggests the Parish Council be approached. RL suggested community shop pays half the cost and parish council the other half if possible, British Heart Foundation would also match fund so the PPG would pay a third only. RL agreed to carry this forward.
3. Scales – the scales have been removed from the waiting room due to a Health & Safety issue. DT produced info on replacement scales; these could be put in the waiting room for patients to monitor their height, weight and BMI. The PPG did not want to fund new scales. The existing scales should be re-sited near the children’s play area.

**7. Practice Manager**

1. Results of survey. Our surgery scored above average in every area, staff pleased. NM suggested there should be a leaflet in the surgery on how to make an appointment at your surgery. Also info in Nut Tree and The Directory who have always been very helpful. Also a note to patients having tests that they must ring surgery for results.
2. Changes to online prescription ordering service. 60 patients registered for this. All patients who have used website will be contacted by DT. Current service for ordering prescriptions will close at the end of March 2014. New service named ‘The Waiting Room’ - patient has to sign up for this as it links in with medical records at the surgery. It is the same service that enables patients to book Doctor’s appointments on-line. Each patient has to have an individual e mail address for confidentiality reasons. Many couples share an email address and may choose to opt out.
3. Extraction of Care Data - everyone in UK will be mailed about this. The Health and Social Care Information Centre extract anonymous information for commissioning new services and research (info includes family history, vaccinations, diagnoses, referrals, values (e.g. blood pressure), prescriptions, DOB, post code, NHS number and gender).
4. Summary Care Record - A central NHS computer system that holds information about allergies and medication which can be accessed by other Doctors and Nurses in surgeries and hospitals (patients opting out of SCR cannot be referred through Choose and Book).

These are both separate organisations and patients wishing to opt out of both must sign two separate opt out forms. Patients can access information about this on the surgery’s website, and can opt out of this by attending surgery and completing form to opt out.

**8. KCCG Meeting - Saltash**

Nothing to report at this time. NM suggests two people should be on this group in case one or other is unable to attend.

**9. A.O.B.**

MS handed NM new Devon leaflet. MM has emailed N.A.P.P requesting new info for this year. MS will deal with this.

**Next meeting and AGM**

It has been muted that an evening meeting should be held for this. NM suggested separate meetings.

Next meeting Tuesday 11th March 2014 1pm at St Germans surgery (please note the change of date)

Date for AGM to be decided.