



BODRIGGY HEALTH CENTRE
Meeting of Patient Participation Group
12th January 2016

Present: David Raymer (Chairperson), Margaret Woolcock, Christine Lorente, Lionel Dunn, Ryszard Zolkiewicz, David Jones, Margaret Tanner, Harry Blakeley and Lee Saunders.

Dr Gibson attended part of the meeting.

1. Matters arising from minutes October 2016

- Any information collected stays 'in-house'
- NICE prescribing guidelines; no confirmation of procedures yet
- CPR rhythm 'Nellie the Elephant'
- Answerphone: a nationally agreed more informed message
- Attending appointments, how many failed to attend? Can the % be published?

2. Community Health

RCHT responsible for community hospitals. Who can get into the surgery?
Access to information?

3. Flu Jabs

How good was the attendance? Too early for numbers but good take-up.
How did we advertise the sessions? Notices at surgery, Hayle Pump, TV in waiting room. What about library, day centre?
How effective is the vaccine? Helps to prevent other related diseases that may have a more serious effect on health. 80% of 'flu-like' illnesses are not flu! Is there any data on flu deaths? The nurses go to patients at risk who cannot attend surgery. The vaccine for adults is 'dead', that for children is 'alive'. Should PPG members be present and encourage patients to join the PPG? Suggested that the distribution network, eg supermarket literature, be used to raise awareness of flu vaccination programme.

4. Cornwall Out of Hours Service

Does the surgery receive information on the O o H service?
What do patients feel? Is there a risk of breach of confidentiality?
Can tailor the staff support to demand. Treatment Centres : Penzance, Helston, Truro, St Austell, Bodmin, Launceston, Liskeard, Tavistock, Holsworthy and Bude. The 'base' has now moved to Truro in the old Serco building. Manned by GPs who volunteer a few hours a week, with remuneration.

Lots of issues that they will need to take further. Palliative Care leaflet.
Access to patient information. Possibly summary on a memory stick.
A test which would tell you whether you needed an antibiotic.
Co-operation with 'walk-in' partners.
The system has become incredibly complicated and bemused public find it easier to attend A&E. Care Commission agrees, there is a need to demystify the process "Where do you go?"
Out-of-hours service : urgent attention under 2 hours, routine visit less than 6 hours.
What is the cost of a Lifeline? Is it means tested?

5. AOB

- Harry: Is Cornwall Council bringing all healthcare together?
Men 65+ can now apply for a free scan to detect aortic aneurism.
Do people have access to defibrillators? Do they know where they are located? If damaged, how do we know?
- With an increase in the number of dwellings in Hayle, can the surgery cope?
Possible car park extension into back of Frank Johns centre.
- Great support for the Food bank

Next meeting Tuesday 12th April 2016 at 6pm