



## **Bodriggy Patient Participation Group**

### **Patient Participation Group Meeting**

**25 September 2014 at 7pm**

**Present.** Di PHABY (DP), David RAYMER, Chairperson (DR), Margaret TANNER (MT), Lee SAUNDERS (LS), Margaret WOOLCOCK (MW), Bob MIMS (BM).

**Apologies.** Howard Lyons (HL) Harry BLAKELEY (HB), Christine LORENTE (CL), Dr Carolyn JONES gave her apologies and then arrived later in the meeting. (CJ)

**Visitors** Eileen LEWIS (EL), Trustee of St Michael's Hospital and also on Committee of League of Friends. Bob MIMS (BM), Councillor and special interest in St Michael's. Linda PETZING(LP), Chairperson of St Ives patient Participation Group and The patient's Association and is involved in a Project entitled Patients as Partner's.

Welcome by DR and the minutes voted as a true record. Signed by DR as Chairperson.

**Matters arising from previous minutes.** DR pointed out that the money for Hayle in Bloom was raised from a BBQ hosted by Hayle Rotary.

DP advised the meeting that patients can no longer self-refer to the Any Qualified Provider (AQP service). They can be referred via their GP.

Agenda.

- 1) **St Michaels Hospital.** EL was introduced by DR. She organised a meeting with Liza Boswell and Duncan Bliss with regards to the rumours that St Michael's may be closing. She feels these rumours are causing a lot of worry for the staff because of possible job cuts. Unfortunately Lisa Boswell was unable to make the meeting. Duncan Bliss stated categorically that there are no plans to close St Michaels and highlighted the fact that there is less money for changes to St Michaels which need to include single units for private patients and an isolation unit. If money could be found for refurbishment then there is a possibility that more surgery could take place at St Michaels.

BM told the meeting that his interest in St Michaels started when his wife was very ill in RCH Treliske and was due to be treated in St Michaels but couldn't get a bed there. This is when he became alarmed at the rumours of bed closures and the possibility of the closure of St Michaels.

He has ascertained that consultants prefer to work at the Duchy hospital as they have single units there. The Duchy is run by a company called Ramsey and the consultants apparently get a bonus for working there.

EL as Trustee has learned that St Michaels has had a lot of legacies throughout the years and that these legacies are held by RCH Treliske. She has worked very hard in trying to establish the total value of these legacies and how they can be used at St Michaels. She has recently learnt some of that these legacies are available to refurbish St Michaels with single units as preferred by the consultants and that this work is due to take place sometime early next year.

BM wondered if our GP's could promote St Michaels ahead of the other hospitals for referral. DP advised the meeting that all GP's now have a list of all the outpatient clinics and do inform patients of those clinics which are available at St Michaels. It may be that waiting times at St Michaels for clinics is the reason patients chose other hospitals.

EL has heard that the choose and book system is to be changed or possibly abolished altogether but doesn't know what will take its place.

Both EL and BM are in the process of finding out if it is OK to release statements to the media about St Michaels.

- 2) Patients as Partners. LP introduced herself to the meeting and we were joined by CJ. LP wanted those present at the meeting to know more about the project she is managing and which is being commissioned by NHS England for Patient Participation Groups (PPG). Head office is in London. The project is called "Better together" and it is running for 1 year. The idea is for the separate PPG's to be able to be informed of how other groups are managing their meetings, to share best practice with the use of frameworks or mentoring. There are 3 workshops in Cornwall to promote this project. They are intended primarily for GP's, Practice Managers and patients. The most convenient workshop for this meeting to attend is at Marazion surgery on 10th October 2014. DR and CJ showed an interest in attending. (Working with NAPP).
- 3) Friends and family Test. DP informed the meeting that following on from the audit being run in hospitals it is now being rolled out to practices. There are 2 questions to ask. The first is mandatory "Would you recommend this practice to friends and family? The second we can choose what to ask. Bodriggy would like to ask the question, "Do patients like having a named GP?" This was thought to be a good question to ask and was met by unanimous approval. DR wanted to know how it would be asked and the following mediums will be used, the internet, by text and in surgery with the use of cards which will be posted in a ballot box. This was thought to be the best way to try to encourage a wide range of patients including the young and those who don't normally attend their surgery.

- 4) Flu vaccination clinics. DP advised the meeting that letters had already started to be posted informing patients of the flu vaccination clinic's to be held on 11<sup>th</sup> and 25<sup>th</sup> October. The shingles vaccination ZOSTAVAX will be given to those who are in the appropriate age groups the same time as the flu vaccinations. The age groups were discussed for the ZOSTAVAX as there is still some confusion as to who are eligible for the vaccination. It is only available for those whose birthday falls between 1/9/44 and 31/8/45 and 1/9/35 and 31/8/37.
- 5) Any other business. MT shared the good experience she had with someone who used the food bank and then needed to see a gp. She felt the whole experience at the surgery was a good one for this person and she herself was very appreciative of how considerate the receptionists and staff were. DP asked her to put it into writing as this experience can then be shared with the rest of the staff.
- 6) It was also pointed out by MW that when she has to wait in line to speak to reception she is amazed at how rude patients can be to the surgery staff. CJ advised the meeting that we do operate a zero tolerance towards those behaving badly and all were glad to hear it.
- 7) Meeting finished at 9pm
- 8) Next meeting scheduled for Thurs 18<sup>th</sup> Dec at 14.30hrs.