



Bodriggy Patient Participation Group

Meeting of Tuesday 30th JUNE 2015

Present: David Raymer (DR), Margaret Tanner (MT), Lionel Dunn (LD). Margaret Woolcock (MW), Christine Lorente (CL), Ryszard Zolkiewicz (RZ), Lee Saunders (LS), David Jones (DJ)

Dr John Whitehouse (JW) and Lynette Westlake attended for part of the meeting.

No apologies

No visitors

Welcome by DR and minutes of previous meeting (14/04/15) approved.

Minutes taken by DJ

Matters arising

- JW commented that the practice welcomes feedback from its patients and all complaints are responded to thoroughly.
- Bed Blocking at Treliske
- Calendar on waiting room screen has now been updated
- The consultation time on the Hayle Neighbourhood plan has now ended. Decisions would not be finalised until late 2016
- ASDA car parking has changed its timings from anytime to 3 hrs max

Garden therapy project (Dose of Nature) : Dr Evans and Dr Penfold are looking for more persons to attend. There is transport and funding. The large garden area near Trecrom enables therapy for sufferers of blue/green deficiency syndrome. The project ticks a lot of boxes, eg., outdoors, sociable, relaxed... Suggestion that one of the plots in the local allotment could be managed by a group. The following resources were noted: Arts for Health and GRIN (Tiverton) Grants Resources Information News

MW gave a report . **'Cornwall Health'** has taken over out-of-hours services and is organised by Dr Ellis, Penryn Surgery. There will need to be a settling in period for

the service to operate. Over the next two months PPG groups are being asked to provide some feedback about the new service which will be appraised in mid September. The method of collection of data needs careful thought as not to contravene data protection or appear to be intruding. How could patient confidentiality be upheld? JW gave a short explanation about the history of 'Kernowdoc', 'Serco' and how the new system would need the expertise of 'Devondoc'. The service can be accessed by ringing 111. Patients are then advised to attend a local centre and wait until they are seen by a doctor. No specific appointment time given.

It was suggested that 'Questionnaires' be available which would not identify the responder and these could be collected in a box and the information collated by some members of this group. MW said that she was happy to represent the group at the September Meeting.

24/7 Access to GP Services: JW stated that there has always been a 24 hour service to patients and it was unreasonable to expect patients to have their GP available seven days a week. The surgery shut at 6.30pm and the 'out-of-hours' doctor might be local and sometimes from the practice. Concern was raised about the access to patient notes which were not available to the emergency staff. Some discussion and it was considered prudent not to have confidential notes available as it could lead to data abuse.

Family and Friends TEST results:

Month	Not Recommended	Don't Know	Recommended
April	2%	6%	92%
May	0	0	100%
June	4%	0	96%

Most comments were favourable, a well run surgery and very satisfied. Individual Comments that patients had made were available to the Group and a selection were read out. No Bad comments were presented to the group.

What about the patients that fail to turn up for their appointment? Could this be added to the Data?

What about the communication channel between the hospital discharge and the surgery? Planned hospital stays usually get a discharge letter to pass on to the GP. It was mentioned that this only happened with elective treatment not attendance at A&E .

Should all patients that enter hospital for whatever reason get such a document?

Any Other Business: DJ informed the group that his wife and self were going to try to set up a support group for patients that are withdrawing from dependence on Benzodiazepines in West Cornwall.

Does the practice follow the NICE guidelines on prescribing Benzodiazepines?
A brief was given By David Jones on the effects of Benzodiazepines. A leaflet was given to members linking to a website . A leaflet had been previously given to the Surgery.

MT announced that there will be a Hayle Community celebration day at King George's Walk on Sunday July 5th , all are welcome.

The meeting ended at about 9.30pm

Date of next meeting Friday 16th October at 2.30pm