



**Bodriggy Health Centre
Patient Participation Group Meeting Minutes
05 September 2017**

Present:-

David Raymer
Margaret Woolcock
Harry Blakeley
Brenda Blakely
Ryszard Zolkiewicz
David Cupples
Stephanie Jones

Apologies:-

Christine Lorente
Donna Anton
Dianne Gibney

Minutes taken by: Stephanie Jones

Agenda Items

1. **Matters Arising from previous minutes**

Minutes of the 6th June 2017 were approved as a true record.

DR: Margaret Tanner and David Jones have left Bodriggy Health Centre PPG due to relocating.

Consultations by Skype: The practice is one of 5 practices in Cornwall with a less than adequate internet speed. Kernow CCG has applied to NHS England for funding for fibre optic broadband for all 5 practices. Consultations by Skype will not be possible with the current N3 network speed.

Penwith Scoping Project . Kernow CCG Penwith Locality will be looking at the results of the scoping project. DR will report back to the group of any outcome from this.

2. Friends and Family Test Results

In July there were 3827 appointments but only a 1% response rate to the Friends and Family question. The practice scores consistently high with well over 90% positive responses. There were 2 derogatory responses during July and August but, as they are anonymous, the practice is unable to deal with them under the complaints procedure.

HR – is the practice happy with only 1% response rate? SJ – yes. The practice also carries out GPAQ Patient Questionnaires every 5 years where 50 responses for each GP are collected. The practice finds the GPAQ feedback from patients much more useful than Friends and Family Test.

HR – would NHS England introduce a higher percentage rate for the Friends and Family Test? SJ – possibly and the practice will act on that if necessary. The main problem is that the Friends and Family Test message is sent to patients following each appointment. Patients respond once and feel that they don't have to respond again. However, the Friends and Family test results are collected by NHS England every month. The practice would therefore like to encourage patients to respond at least once a month if invited to take part in the survey.

3. Boots Foundry.

Boots Foundry is closing 10th November 2017. On behalf of the PPG, DR wrote a letter to oppose the change of contracts for the 3 Boots stores in Hayle. The application to move the 40 hour pharmacy contract from Boots Foundry to Boots Copperhouse and reduce the number of hours from 100 to 60 at Boots Marsh Lane has been refused. Boots have a right to appeal and are expected to appeal. Pedestrian access is an issue for the Boots Marsh Lane store. Parking is difficult at Copperhouse and the main car park near the library is quite a fair distance away from the pharmacy for elderly patients or less mobile patients. There is no wheelchair access over the footbridge to the Retail Park. Parking is a problem at the Boots Marsh Lane site as often full, especially in the summer months. A30 infrastructure is a major problem around the Loggans Moor roundabout. There was a discussion about the possibility of a slip road off the A30 between Hayle and St Erth.

DR spoke to Basil (Pharmacist at Foundry Chemist) – he is moving up country. The other staff will be moved to other Boots stores.

DR – Bodriggy Pharmacy is a 100 hour pharmacy. Opening hours are Monday – Friday 7am – 10pm, Saturday 8am – 9pm and Sunday 9am – 9pm. Plenty of parking when the surgery is closed so patients may find it easier to use Bodriggy Pharmacy instead of Boots Copperhouse or Boots Marsh Lane.

4. **Friends of Bodriggy – purchase of new TVs in waiting room.**

The PPG would like to thank Friends of Bodriggy for purchasing a replacement TV and a second TV for the waiting room. Patients can now see a TV from wherever they sit in the waiting room.

5. **Flu vaccinations**

The flu vaccination clinics will be held on Saturday 16th and Saturday 23rd September from 8am – 12.30pm – no appointment necessary. Invitations have already been sent to invite eligible patients to attend. In addition the nurses are holding clinics at various times throughout the week if patients are unable to attend on the Saturday clinics. For more information about the flu vaccination and eligibility please click on this link <http://www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.aspx>

6. **Shingles vaccinations**

Patients age 70 and 79 will be invited to have the shingles vaccination at the surgery. Any patients aged 71 – 80 previously invited but who have not yet had the shingles vaccination, are able to receive the vaccination. For more information click on this link <http://www.nhs.uk/Conditions/vaccinations/Pages/shingles-vaccination.aspx>

AOB

Pharmacy managed repeat prescriptions (i.e. when the nominated pharmacy request repeat prescriptions from the surgery on behalf of patients) – this service stopped on 1st September. No pharmacy will manage patients repeat prescriptions from this date. This decision was made by Kernow CCG to reduce waste and therefore cost to Cornwall NHS. Patients will need to order their repeat prescription from their GP Surgery. If patients have their medication delivered, this service will continue and arrangements will need to be made with the pharmacy directly. There are various ways to order repeat prescriptions: -

- Use our online service via The Waiting Room – if you are not yet registered please contact the practice.
- In person
- In writing
- By Fax 01736 753467
- The practice has recently introduced the option to order by Telephone 01736 753136 (this is an automated service and messages are picked up throughout the day)

DR – A leg ulcer clinic, similar to The Centipede Club at Ludgvan, will be held at Hayle Day Centre in the near future. Speak to Lesley for start date and frequency of clinics.

DR – There is a nail cutting service at Hayle Day Care Centre. There is a one off fee for the purchase of the kit which will be for the sole use of that patient then a small fee for each visit thereafter. Much cheaper than chiropodist/podiatrist. Unfortunately diabetics can't access this service and must seek NHS Podiatry treatment.

DR – Slap cheek syndrome. Can affect unborn children. For more information click on this link <http://www.nhs.uk/conditions/slapped-cheek-syndrome/Pages/Introduction.aspx>

HB – the patient call speakers are a lot clearer since the new telephone system was installed.

MW – wanted to send a letter to thank the practice for help regarding family members recently. MW to write to SJ and SJ will ensure all staff involved read the letter.

DC – discussed his experience regarding a health concern and was grateful to Dr Maskell for her diagnosis and the treatment he received from the practice. SJ will pass this on to the practice.

DR – Lesley (manager of Hayle Day Care Centre) is retiring

Date for next meeting – Tuesday 21st November at 2pm.

Meeting closed at 8.10pm