



**Bodriggy Health Centre
Patient Participation Group Meeting Minutes
6th June 2017**

Present:-

Dr Whitehouse
David Raymer
Margaret Tanner
Donna Anton
Margaret Woolcock
Harry Blakeley
Brenda Blakely
Ryszard Zolkiewicz

Apologies:-

Christine Lorente

Agenda Items

1. Minutes of the 9th March were approved as a true record. Donna Anton volunteered to take the minutes at the next meeting. Dr Whitehouse and Chairman would make notes for the benefit of the Practice.

2. **Matters Arising** - None.

3. Practice Pharmacist. Dr Whitehouse explained in detail the role of the new Pharmacist, she is employed as a go between and lets the doctors focus on their role within the surgery, freeing up time with patients. She is in office updating patient's medication; she is cost effective and helps the surgery to avoid waste.

The surgery has the lowest rate of Prescribing in the County. Cristin since she has been at the practice has managed to save in one case over £5000 of prescribed medicine which was not being used but stored by a patient.

Cristin is supervised by the Drs at the surgery and is in constant daily consultation.

The Group suggested that they would like to have a visit by Cristin so she could explain her role within the Practice.

4. Medicine Optimisation

With Cristin on board this was being looked at and appointments can be made with the Pharmacist if patients have concerns with their medication but this will be supervised by the prescribing Drs. A document had been provided for members in respect of this process from Kernow CCG

5. Increase in workload and the alternative communications that can be used.

Dr Whitehouse explained the current situation and the recent change within the reception staff and their role where by during the booking time in the morning patients have the chance to speak with other members of staff for other reasons than booking an appointment; this has taken some of the load off the reception team at peak periods allowing for a more efficient service.

The idea of Skype was mentioned so Drs can have a face to face consultation with patients unable to get into the surgery. As an idea fine but with the current speed of the Internet system it is not viable. Telehealth has been in use and in certain circumstance has been of value.

6.

Chairman mentioned that earlier in the day with Mr Jeremy Preedy a visit had been made to the Surgery and they had spoken with Stephanie the Practice Manager in respect of **Penwith Locality Scoping Project** which was visiting all the surgeries in the Penwith Area. This was very interesting and at the moment the information gathered was confidential to the Surgeries and the team.

But the Chairman could mention that this surgery had come out very highly in respect of many aspects within the scoping project. The general idea of the project was to identify best practices across the area and encouraged their introduction where possible.

Dr Whitehouse made comments on the NHS / Government vision to extend opening hours. They would like to have 8am to 8pm M-F and Saturday and Sunday.

The Surgeries currently offers 8am – 6.30pm. The Surgery is proud to have one to one Drs to patients who are registered with them.

3pm Ryszard Zolkiewicz left the meeting.

7.

Chairman informed the meeting that he had received a letter from NHS England as Chairman of the PPG in respect of the impending closure of Foundry Chemist which is run by Boots UK limited.

A general discussion took place with the details of the closure and the reduction requested of hours from 100 hrs to 69 hrs by Boots for the Retail Store at the Retail Park. The contract from Foundry would be transferred to the Copperhouse Store; the Copperhouse contract would be transferred to the Retail Park store. Hayle Town Council had also received notification and were also making representation to NHS England.

The group decided that a letter would be sent by the Chairman to NHS England expressing their concern on the loss of 40+ hrs. of service to the Community of Hayle.

The other comment would be in respect of the route that had been mentioned for patients to make to go to the Retails Park for their Pharmacy on foot. No mention had been made of the dangerous crossing at the bypass and the foot Bridge also the limited parking in the vicinity of Copperhouse Chemist. (Letter sent 9th June.)

AOB

- Harry Blakely mentioned again an issue with the acoustics at the Reception area when a friend mentioned he had overheard a fairly detailed conversation from the waiting room and he was concerned about the Privacy.

Dr Whitehouse mentioned that the Practice was looking at the situation and a possible move might be planned.

Practice response – there is no funding for adjustments to be made currently. However, if grants are offered by NHS England, the practice will apply to reconfigure the front desk to create a private area for patients who wish to speak in private. In the meantime there is a sign to inform patients that they can ask to speak to a member of the reception team privately if they wish.

- Margaret Tanner. Wished to express her gratitude to the surgery for the superb care and attention she had received from the staff after her fall in January of this year. She also wished the meeting to know that she will be sadly leaving the area later this summer to return to her home in Southern Ireland having lived in Hayle since 1963. She was returning to support her brother who is running a farm in Skibbereen.

The Group expressed their deep gratitude for all the work she had done towards the Community of Hayle in so many ways and she would be sorely missed.

- The group did not have time to look through the Friends and Family results but the Chairman scanned through them and identified only one adverse comment that he had seen but with 94% of recommendations the Practice can be justly proud of their service to the Community of Hayle and Area. We thanked the staff for providing such an excellent record.

Meeting closed 3.30pm

Suggested date for next meeting Tuesday 8th August at 7pm is not suitable for the practice as a busy time of year plus staff holidays. The practice suggests Tuesday 5th September at 7pm