



**Bodriggy Health Centre
Patient Participation Group Meeting Minutes
21 November 2017**

Present:-

David Raymer
Margaret Woolcock
John Bennett
Ryszard Zolkiewicz

Apologies:-

Christine Lorente
Donna Anton
Mr & Mrs Blakeley
David Cupples
Dianne Gibney
Lee Saunders

Minutes (rough notes) taken by: David Raymer

Minutes of the 5th September meeting had been distributed and approved as correct.

1. Matters arising.

The Boots Chemist closure and reduction in hours at the Retail Park . An appeal had been made by Boots on the refusal of the reduction in hours. This had been sent to an independent body who had not upheld the appeal and confirmed that Boots had to maintain the hours for the Retail Park and those for the Copperhouse store.

A new TV had been installed in the waiting room giving a better coverage for all concerned.

2. Friends and Family test results were circulated for Sept and October, They were read with interest. Bodriggy Health Centre scored very highly and have done so consistently, and this is down to the hard work of the entire team and the personal list system. Several points came up from the comments made by patients:-

- (1) The announcement system in the waiting room. Could a visual notice be put on the TV screen with the name of the patient being called and to which room (This happens at the St Ives Surgery and a tone is used to bring to patients

attention that the screen is being activated) An observation by calling a name the individual is physically identified by name to all in the waiting room . A suggestion if called, just use their Initials and Surname. Obviously those with impairments would be fetched by a nurse or a doctor.

- (2) Comments in the report indicated that a new Dr did not know the individual and allegedly gave the wrong medicine. (This was discussed with Stephanie who answered the questions the meeting had). New Drs do get a lead in time with the practice and do have greater time for the individual patients. GPs, on average have a list size of 2000 (Whole Time Equivalent) patients. A new Dr would have read up on the regular patients attending the surgery.
 - (3) The 1 % response on the survey was explained by Stephanie, Drs do send out text messages to patients for response and there are paper response forms at the reception for any comment an individual wished to make. As the Friends and Family Test is a Department of Health initiative and it is an on-going survey, if patients respond once, they are unlikely to respond again. The Friends and Family Test asks patients how likely they are to recommend the surgery to friends or family and also asks for a reason for their score. A less frequent Friends and Family Survey would probably achieve a higher response rate. It was noted that the inclusion on the forms in RED of the Surgeries response in certain cases was much appreciated The practice feels that the GP Patient Survey carried out in the practice every 5 years is more thorough and a better indication of patient satisfaction
3. The GP Patient survey responses would be sent out to those who are on the Practice register for the PPG . This was a sizeable document and would be better for individuals to read in their own time. Stephanie would circulate.
 4. A discussion took place as to the next meeting which would be at 7pm and the date chosen Tuesday February 13th 2018. A suggestion was made that dates should be arranged for the next 6 \ 12 months in advance with reminders going out a week in advance. This will help individuals to plan in advance their commitments. Meeting continue to be alternating between afternoons and evenings. **Unfortunately 13th February is not suitable for the practice so a date has been set for Tuesday 27th February at 7pm.**
 5. A Practice Doctor (Dr Evans) attended the meeting and informed the members in respect of the increase in Patients with the house building going on around the area.

Dr Evans spoke about the national GP crisis. There are 1250 less GP's than a year ago. There have been several practices that have folded within Cornwall. It is widely predicted that there may be NO Primary care provision in the whole of Plymouth within a year. On average a half of all practices nationally have a long term vacancy. Bodriggy Health Centre is fortunate to have full staffing levels. Maintaining that depends on maintaining a good reputation, keeping all staff happy, and maintaining the long training history. Bodriggy Health Centre also pride themselves on having a strict personal list system, which is almost unique in Cornwall.

Dr Evans was asked what are the actual boundaries of the Practice? Basically it covers the whole of Hayle, Angarrack, Gwinear, Reawla, Wall, Carnhell Green, Connor Downs, St Erth, St Erth Praze, Fraddam, Lelant, Carbis Bay (to include residents who live between Lelant and the top of Longstone Hill only), Lelant Downs (between Hayle and St Ives Holiday Village), Rose An Grouse, Canonstown (up to Heather Lane). Practices also have an outer boundary area which allows patients already registered to remain registered should they move slightly out of the practice boundary area. Details of the practice boundary and outer boundary area can be found on the practice website www.bodriggsurgery.co.uk and also on www.nhs.uk

Meeting closed at 3.45pm