

Bodriggy Patients Participation Group
Notes from the Meeting 16TH October 2015
Bodriggy Health Centre

Present:- David Jones, David Raymer, Christine Lorente, Margaret Woolcock, Nurse Anne Jones, Ian Harrison (Breathers group) Dr Evans.

Apologies Ryszard Zolkiewicz, Lionel Dunn.

Welcome by the Chairman, The minutes of the meeting of the 30th June where accepted and approved.

Matters arising

Cornwall Health, Margaret Woolcock would report back later on her visit 18th September 2015. Dr Evans to give an update on the Garden Project.

Christine Lorente mentioned that she had attended the flu vaccination day at the Clinic the previous Saturday and brought up the point that she was asked to fill out a form which asked the question whether she was a smoker or not ?

She was not averse to answering the questions but wanted to know where the forms went and the reason for it ? Nurse Jones to be asked the question when she joins the meeting.

Nurse Anne Jones when she attended the meeting did explain the reasoning for the question regarding smoking status on the form forms on the indicators in the Department of Health Quality and Outcomes Framework.

Practice wanted to add: - The flu vaccination clinic is an ideal time to ask the question due to the amount of patients attending. The form goes to the Practice administrator and the information is added to the patient record then the form is destroyed.

David Jones spoke on NICE and provided a recent document that had been issued by All-Party Parliamentary Group for prescribed Drug Dependence dated 13 October 15 .

This document a press release was concerned about the concerted action to tackle dependence caused by prescribed drugs. Dr Whitehouse who came into the room was given a copy by David Jones for his information.

A brief discussion was had amongst the members.

Nurse Anne Jones joined the meeting with Ian Harrison the Chair of Hayle Breezers group. He explained the group and what they did.(A leaflet was given to all members fully explaining the group) They meet every Thursday at 1.30pm in Passmore Edwards Institute for individuals who suffer from conditions such as (COPD). They have about 12-15 members attending each session. They will be holding an awareness day at Asda on Saturday 24th Oct 2015. They have placed posters around the town inviting new members to attend. They charge £3 a session to offset the charge of the room etc. Nurse Anne Jones attends sessions in a voluntary status.

A brief discussion was held re the training of staff for CPR and the possibility for training for the group. It was stated that the Staff were trained on a regular basis and to the levels of their position. A defibrillator was available at the surgery and qualified staffs were present all the time the surgery was open.

The current song used for giving the timing in CPR was “Nellie the Elephant”

Dr Evans joined the meeting and gave a run down on the situation re the Garden Project Arts and Health. This was a project based at Gardens at Trencrom St Ives and had limited time and success. 3 patients were identified with 2 continuing with the garden therapy. This ran through June, July and August being funded as a research project.

The idea of Health being connected to wellbeing and using Arts and outdoor activity as a means to improve individual’s lives is a proven fact.

The surgery wanted to ask the group what they felt about an addition being included in the answer phone message that patients hear when they phone the surgery. Dr Evans stated that this would be a defined message in a

resistance trial (Antibiotics) that GPs were looking at. The tactics is to try and encourage patients to use other forms of medical care i.e. Chemist and the local pharmacist in minor case of coughs and colds which do not need a doctor to prescribed antibiotics!

Those present from the PPG felt that this was worth trying and for the surgery to go ahead and join in this research.

Margaret Woolcock gave a detailed report on her attendance at the meeting on the 18 September at the Cornwall Health GP “Out of Hours Service”.

The main points that came from this report were that the new CEO was a Dr Bruce Hughes. There were 11 bases running through the County. 18 Contract Cornwall Drs . 7 cars on the road. There had been a problem with sourcing the service. The 111 service is due to change in March 2016.

Margaret was thanked by the group for attending this meeting and reporting back. A fuller version of her report was given to the group.

Christine Lorente wished to brief us on her experience of the 111 system when her husband needed the service. She indicated the staffs that she spoke to were very pleasant and supportive, non-clinical but obviously working from a menu on their screen, they were unable to help other than saying that a Dr would call them back in within 2 hours. They did not give information re the local centres that were available. They went to an out of hours service and saw a Dr who was very thorough and appropriate medication was prescribed .

The main point that she wished to make was that she had administration concerns of information getting back to her GP from this type of visit and the fact that the Dr who saw her Husband would not have access to his notes.

The Friends and Family results for July, August and September were looked at and it was encouraging to see the positive way that patients see the Drs and staff at the surgery. The number of appointments 13500 over the three months proves that the surgery is providing a first rate service to the Community of Hayle.

Community Nurse Information acknowledged from Peninsula Community Health.

Meeting closed at 4.45pm

Date for Next Meeting **Tuesday 12th January 2016 at 6pm**

DwR 271015