

Old Bridge Surgery



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Patient Participation Group

Minutes of meeting: 13th June 2017

Present:

Chris Roy (Chair), Pauline Major, Kate Copping and Mary Talbot
Mark Allen and Dr Kodde - representing the practice
Julie Soady – admin for the practice

Apologies: Murray Collings, Ali Reynolds

Not Present: Steve Bird, David Pengelly, David Welch

Chris Roy opened the meeting and welcomed everybody.

1. Minutes of previous meeting (21st April 2017)

It was noted that in the minutes of the previous meeting there had been some confusion over Kate Copping and Mary Talbot. The minutes corrected and agreed.

2. Matters arising

Dr Kodde apologised and explained that all the doctors were under pressure at the moment as a member of staff had to take some time off but these would be looked at the next meeting.

3. Revised Practice Leaflet

Mark informed the meeting that a photographer was expected tomorrow to take some photographs to enable the practice leaflet to be updated. He distributed the final version of the leaflet and asked if the group had any comments about it if they would let him know within the next week. After that he will assume that everyone is happy with it. Dr Kodde said that the same text will appear on the practice website.

4. Group Membership

Chris Roy has approached Looe Primary School to enquire about new members of the group and they are going to get back to him if they have any positive response from parents. He has also talked to the Careers Adviser at Looe Community Academy and they reported that one of the leavers is interested in joining. They are going to talk it over with their parents and get back to him. If they decide to join then Chris Roy and Mark Allen will arrange to meet them before attending a meeting so they are then familiar.

Chris Roy will approach the nearby colleges of Truro, Duchy, Liskeard and St Austell if the student decides against joining the group.

Mary Talbot will enquire at Pelynt Playschool as to whether any of the mums may be interested.

Chris Roy is happy to do a pitch to Looe Lions and Looe 3A. Mary Talbot asked if Lanreath was covered by the practice as there was no-one represented in the group from there. Chris Roy will produce 6 x A4 posters to put on waiting room noticeboards advertising for members.

**Partners: Dr Ian Roy, Dr Johanneke Kodde, Dr Hannah Mogford,
Dr Katie Gummow & Dr Patrick Southam**

5. Members Areas of Interest

- Pauline Major – owns a residential park so has a lot of contact with older people. She has two sons and now a new grandchild. Pauline is used to helping residents in the residential park community and would be happy to come into the surgery to show patients how to use the checking-in machine in the practice entrance and also the blood pressure machine in the waiting room.
- Mary Talbot – main interest is communication in all forms. Mary has noticed that not many people seem to use the checking-in machine in the entrance causing a queue to build in the main reception and that the noticeboards are messy and out of date. Mary reported that the receptionist who attended her this morning was excellent. Mary is the secretary of the Royal British Legion and attends coffee mornings on a monthly basis where there are usually about 40 people. She could possible canvas for new members at one of these coffee mornings? Mary will put her thoughts on paper and send to Chris Roy and Mark Allen so a plan can be drawn up. Dr Kodde admitted that the doctors were aware the waiting room needs improving and by doing this at least they will have the participation of patients. The Information/TV screen is something that is on a long list of tasks waiting to be prioritised.
- Kate Copping – interested in communication. Kate is happy to work with Mary. Dr Kodde said that although Pelynt Surgery had just been refurbished there were a couple of issues that still had to be sorted. The sound doesn't get absorbed and needs attention and a radio hasn't really helped this so far. Dr Kodde asked Kate Copping and Mary Talbot to think about how Pelynt could be further improved.
- Chris Roy – interests are electronic interface, non-NHS funding and patient surveys. Previously managed a large scale company.
- Mark Allen suggested that maybe we could put together a directory of services of support e.g. charities, free transport and other free of charge services.
- Dr Kodde suggested looking at some sort of volunteer driver scheme as doctors were being asked to do more clinically demanding work for patients as some won't travel to Derriford. This may be difficult to organise as drivers would need to be vetted first. This may be easier to arrange for patients who cannot get to the surgery for an appointment and need someone to drive them there? Chris Roy suggested using the Looe Lions minibus. Chris will organise badges for those volunteers who may sometimes help patients in the reception and waiting room so they can be identified.

6. Any Other Business

None

Date of Next Meeting: Tuesday 25th July 2017

Chris Roy closed the meeting with agreement that the minutes will be circulated in about a week.

**Partners: Dr Ian Roy, Dr Johanneke Kodde, Dr Hannah Mogford,
Dr Katie Gummow & Dr Patrick Southam**