PPG Meeting

Monday 21st October 2019

Present – Jonathan McConnell Chair, Sue Lamble, Patricia Richens, Cathy Bowley, Mike Dowling & Melanie Chenoweth

Apologies Lindsey Sandilands & Mike Wreford

1. Minutes of previous meeting
2. Gemma, who has been a member of the PPG since 2013, has decided to resign and we are all sorry to hear that and thank her for all her time spent attending these meetings over the past 6 years.
3. The surgery gave an update on the recent IT changes. Our new telephone system is in place and now seems to be working well. The computer migration from Microtest to SystmOne in August is going well, but it has been a lot of work and stress. Everyone is beginning to feel more confident with the new system now and we are making progress getting to grips with all the new functionality – it will take time to know everything though.
4. NHS England and pushing practices to use more IT to communicate with patients, ie skype or email consultations etc. So we are looking at this and seeing what our options are. We are thinking of producing a short survey for the waiting room to see what would interest patients.
5. IAGP means we will need to start offering patient appointments in the evenings and weekends, this will be discussed over the coming months once we are more settled with the new IT systems.
6. Mrs Richens enquired about what was happening with the overnight service at Stratton Hospital. There is a meeting soon, but Dr Dowling is not going to be able to attend. Mrs Richens offered to go instead, Mel to contact Su Buse to see if this is possible.
7. Dr Dowling will be mentoring a medical student for 3 weeks in December.
8. We are having new equipment fitted in reception and the waiting room. There will be a self-checking in machine and blood pressure/weight machine in the waiting room. The machine will also do a few questionnaires etc. The will be a new patient information TV installed. All the posters will be taken down and the room will be decorated soon. All the information will be going on to the TV with national health campaigns etc.
9. Update from Cathy at Neetside Community Centre – Audiology will be with them permanently. Some letters are going out to patients with the surgery address on instead of the community centre. Receptions need to let Cathy know and she will get this sorted, but hopefully already addressed by the Audiology Department.
10. Mid-Cornwall Lifestyle will also be attending Neetside Community Centre.
11. Cathy had met Dawn Bauling our new Social Prescriber – Dawn will be with us on Wednesday mornings, she will be accepting referrals to meet up with patients that may need some non medical support. Dawn has a directory of all the “groups” in the Bude/Holsworthy area which are there to help the patients.
12. Community Centre will be having an open day on Friday 15th November 10am-12noon

NEXT MEETING WILL BE ON MONDAY 27th JANUARY 2020