



MINUTES OF PPG MEETING 3rd February 2022

The meeting was held at Gunnislake Surgery.

Welcome. The Chair welcomed everyone to the meeting and apologies were noted.

1. Minutes of previous meetings. The minutes of the meeting on 2nd December 2021 were approved.

2. TVH Practice Yearly Update 2021 –

The Practice went through a presentation that had been given to TVH staff recently, describing achievements in 2021 and challenges during last year and in the future.

Achievements -

- 31,500 COVID vaccinations done (1st/2nd/booster) including walk ins. The 85% booster target had been achieved a month earlier than scheduled. Only 2% over 70 have not had COVID jabs.
- 7,500 flu vaccinations done - 91% (over 65) for flu is much higher than usual (by 8%).
- New PCN established which has employed 7 staff to support patients including physio & mental health practitioner
- Practice doors kept open during lockdown
- All COVID vaccination money invested into practice – reception areas updated
- Intend to have vending machines for pharmacy prescriptions for ease of access
- Multi disciplinary team created to support patients
- Knowledge developed through training – a number of staff have achieved milestones in their professional advancement
- Two GP registrars completed their training – first ones to do this

Challenges for the next 5 years –

- Workforce – change GP hours for locums, paramedics & pharmacy apprentices to be employed
- Healthcare Demand – patients understanding their health better and require help in addition to backlog after pandemic
- Space – 400 sq m space planned; mainly at Callington. Pitch for additional rent made to NHS

It had been a good year for TVH considering the pandemic though there had been 6000 hours sickness in 2021. Staff had worked incredibly hard and achieved a lot.

It was asked if we could get money for GPs from NHS investment fund? The Practice said that TVH offer a range of appointments, not just GP so that may not be the solution to resourcing.

It was asked how TVH manage number of patients. The Practice explained that the practice is paid per patient and although the average patient age is older than average, many new patients joining the practice are younger and have less appointments.

Practice boundary is 100sq miles from Gulworthy, to Treburley, to Hatt & St Ive. 7-8 appt on average per year.

3. Matters arising from previous minutes:

Newsletter – Article sent to various newsletters in the area, including Gunnislake, Stoke Climsland and Calstock. Further articles to be included on a regular basis to ensure patients are aware of the challenges the practice have but also that face to face consults are available, though email, e-consults and LIVI (paid for by practices) all alternatives.

DNA statistics – The Practice had sent some information so statistics can start again & include info on consults other than face to face. Info to be reviewed at next meeting. Telephone appointments expected to be higher proportion.

Update from the Practice.

Physician associate – It was mentioned that this new role was being used by other practices and TVH were looking at employing a physician's associate who could assist in a number of ways that were needed by the practice – bloods, assessments etc

Patient survey – sent out by NHS to a small selection of patients, Results due mid year so a practice patient survey could be sent out afterwards focusing on some of the areas identified in the NHS survey.

4. Reports and updates

- a) Bank account status – no change since last meeting.
- b) Telephone Message – as requested this has been reviewed and updated by PPG members. The Practice will arrange for it to be recorded as soon as possible.

5. A.O.B.

- Defibrillator – It was asked who maintains the defibrillator at the Gunnislake village hall and if one could be sited at the Practice. The Practice said the parish council maintain them. It was agreed that as the practice have equipment on site during working hours then the defibrillator at the hall was more central for out of hours.
- Next COVID clinic in Callington on 26th February. The Practice asked for help again as previous clinics had been so successful. Various members agreed to assist and would contact the chair by email so a rota could be agreed.
- Retirements - The Practice told the meeting that Dr Bleksley had left Callington surgery and Dr Buxton was retiring in April reducing the GP hours for the practice.

Date of the next meeting: Thursday 7th April at Callington Surgery 1830.