

Rosmellyn PPG meeting Wednesday September 8th 2021

Present

Lorna Nicholls, Katrin Turnstall, Liz Berryman, Patti Evans, Di Hillage, Carol Scot, Peter Levin, Jan Shearn, Graham Woodworth, Annette Eatock

Apologies

Claire Down, Ian Lowell, Maxine Holbyn

Lorna started the meeting explaining what a tough time it has been at the surgery with the Covid situation being a priority. As yet there is no clarity about a booster injection but possibly it could be administered at the same time as the flu vaccine. This awaiting confirmation from the CCG

Although letters have been sent for the flu vaccinations the dates will have to be rearranged by up to two weeks due to a delay in delivery dates

The demand for GP appointments has risen considerably so those needing to see a Dr are asked to bear with the practice at this time.

Katrin and Annette, from Volunteer Cornwall, explained part of her role is to link with PPGs

Jan & Di raised the issue of pharmacy which they feel is inefficient and poorly organised

Graham uses the Lloyds direct app and finds it very efficient

Peter raised the issue of treating ear wax – Katrin said there is a contentious issue which would involve change in practice which would be costly. Guidance required from local and national bodies. There is a leaflet available concerning ear wax. Peter also suggested the demand could be recorded.

Peter also raised the issue impatient patients, should more information be on the website?

Patti said getting results can involve more than one phone call which in managing long term conditions can be frustrating. She knows of patient in other parts of the country who can access their results on line. Katrin replied that the technology for this service is not yet available at Rosmellyn. This is acceptable for those patients who have the necessary knowledge about their condition to use the results correctly. Graham expressed concern over this practice and asked should there be an 'opt in' to obtaining the results also a discussion between Dr and patient prior to the patient obtaining their results online.

The meeting ended with Liz Berryman stating she wishes to step down as Chairman, she asked if Lorna would take the chair for the time being until such time as the group can meet in person. Lorna agreed to do this and suggested the group meet again in January.