

## **Minutes of the meeting held on the 19th April 2018**

**Present : David Sheppard (DJS) Mike Davies Tony Reeves Mark Thompson Michael Wing Edna Caddick Judy Davies Carol Jay Jackie Le Brocq Julia Lucas Judith Markes Sheila Mullins Liz Price Jacqui Smith**

**Apologies : Nick Mallard Liz Webb Sheila Wilson**

### **Dr Thornton re. anti-coagulation therapy :**

Dr Thornton told the meeting that when she first qualified as a Doctor having a blood clot meant being on a drip in hospital for a week. Warfarin was considered dangerous, the NHS is now better at managing blood thinning and Heparin is now not used so often. Until seven years ago Aspirin was used as a blood thinner but it can irritate the gullet and stomach so now Aspirin is not recommended. Blood thinning is important before undergoing surgery. Blood thinners are used to treat an irregular heart beat. Prevention costs much less than having to give care to those who have had a stroke. Warfarin is easily upset and many things including a change of diet can affect the results of the blood test. Newer blood thinning methods mean more people are on blood thinning medication. Warfarin is very cheap and the newer agents are more expensive but fewer blood tests are needed.

When the finger pricking method to check INR level was introduced at the surgery which saved time on blood tests unfortunately the District Nurses who visit people in their homes to do blood tests still had to take blood from a vein. However Rosedean have now bought the necessary equipment to enable nurses to use the finger pricking method which means that the test is able to be done all day rather than in the morning before the courier visit.

DJS thanked Dr Thornton for her enlightening talk especially as she had arrived at the surgery at 7.45 am and left the meeting at 7.15 pm.

### **The minutes from the meeting on the 18th January 2018 :**

These were agreed as a true record.

### **Matters Arising :**

DJS had recently met Peter Stokes who advised him that in spite of call volumes being 7% higher than expected the 111 and out of hours service in Cornwall is now in the top four best performing services in the Country. Unfortunately Peter is to retire later this year.

There are still some problems with the telephone system, mainly in the dispensary, which are now being resolved. Dr Hargadon is now on the the answer machine message asking patients to give as much information as possible to the patient advisors, there is a higher uptake if a Doctor asks.

### **Medical Manpower :**

Dr Charlett has joined Rosedean and will work on Tuesday and Thursday.

### **Umbrella Group Update :**

Penny Prisk from Oaktree mentioned that she had found the meeting at Rosedean with Peter Stokes as the speaker very useful and invited representatives from Rosedean to attend a meeting at Oaktree if there was interest in their speaker.

Receptionists are to be given special training to direct patients to the appropriate place i.e. Pharmacy or Physiotherapy, this was not well received at the Umbrella Group Meeting as it was felt that this is not a gatekeeping role. DJS advised the meeting that there is a crisis in manpower with five of the nine (ten including Pensilva) practices in South East Cornwall advertising for a G.P. and G.P's need to be doing what only a G.P is able to do. A meeting on the future of St. Barnabas hospital in Saltash was not well attended.

The Umbrella Group had a speaker from St. Lukes Hospice Crisis Team who provide seventy two hours of palliative care at short notice for those who need help, Rosedean are using the team and DJS said how helpful it was. DJS thanked Sheila for attending the meetings and for her report.

### **Improving Access to General Practice (IAGP) :**

By April next year all practices have to be open 8am until 8pm seven days a week. Resources are not there but Clinical Commissioning Groups have to deliver, all the practices in South East Cornwall have said that they are unable to comply. Peter Stokes is putting forward a proposal for South East Cornwall that this would not be delivered at practice level but at a Hub at Liskeard Hospital. There are three main computer systems being operated at general practices in Cornwall and talks are taking place about combining all computer systems.

**eConsult :**

From June 2nd Rosedean is to take part in a pilot scheme for electronic consultations, patients will be able to go online twenty four hours a day seven days a week, they will be asked to tick various boxes with their queries and the information will be sent to the surgery and the query will be answered the next working day.

**Changes to urgent care services at the practice :**

The practice is struggling to replace Dr Kalra and more and more patients are asking to be seen immediately. From the 10th May there will be an acute care hub set up in the nurses wing where there will be a Doctor, Emergency Nurse Practitioner and a Healthcare Assistant who will also do some reception work. The post of Nursing Administrator is to disappear and the duties they carried out will be moved to other administration posts. DJS asked for help with guiding patients to the new areas and several members of the group offered help and DJS asked them to contact him so that arrangements could be made.

**Kernow Health East Ltd. :**

There are now nine practices (ten including Pensilva) in South East Cornwall who are now working closely together in some matters and they have formed a subsidiary limited company. Dr Atkinson is the chair and is driving things forward, a project manager has been appointed. The company will hold local contracts and will look for finance. The appointment of mental health practitioners in general practice is one idea being investigated.

**Antibiotic Resistance Survey :**

Dr Rajaan has two sons one is already at medical school and the other is taking his A levels and would appreciate help with a survey, everyone was happy to help and completed the survey at the meeting.

**Repeat Medication Requesting :**

There has been a problem with telephone requests and it was realised that there were eight different ways to order repeats with three to leave messages on different numbers. There is now a twenty four hour seven day a week voicemail. It is, of course, still possible to order on line. The dispensary team is now taking a tougher approach to urgent requests and patients are being asked to come back later in the day to collect their medication. Ten thousand prescriptions are now dealt with each month.

**Bowel Cancer West :**

DJS is actively involved with this charity, their treasurer Roger Stone gave an excellent talk to the PPG some time ago and DJS had some raffle tickets for sale which many of the PPG were pleased to buy.

**AOB :**

DJS was asked if he had any news about the empty building next to Rosedean and he advised the meeting that he was in talks with the Council.

**Provisional Date of next meeting : Thursday 5th July 2018 @ 18.30**