

***Rosedean House Patient Participation Group
Minutes of the meeting held on 24th September 2015***

Present : David Sheppard (DJS) John Goodman Nick Hammond Nick Mallard Tony Reeves Richard Smith Edna Caddick Ruth Colrein Denise Doney Jacqueline Goodman Carol Jay Julia Lucas Judith Markes Sheila Mullins Jacqui Smith Vanessa Smith

Apologies : Mike Davies Judy Davies Pam Jarvis Liz Webb Sheila Wilson

DJS welcomed Laura Unsworth an inspector from the Care Quality Commission who told the group that there are two inspectors covering Cornwall the inspections were started in April 2014 and there are 23 practices to be inspected before October 2016. Ms Unsworth trained as a psychiatric nurse and then managed care homes prior to becoming an inspector three years ago. The other inspector was a social worker and has been an inspector for twelve years. Two weeks before the inspection starts the website of the surgery would be looked at together with records of complaints and safeguarding issues together with records of compliments The practice has to provide a great deal of information to the inspector before the inspection starts. There are guidelines as to what a GP practice should provide, before a practice is rated outstanding or inadequate the inspector refers the report to someone at a higher level. In response to questions from the group Ms Unsworth confirmed that there are no plans to change the inspection process at present and there is no quota system in place as to the numbers of practices placed in each category. Patient care is of paramount importance but has to be backed up by robust systems and administration.

DJS thanked Ms Unsworth for coming to talk to the group.

Minutes from meeting 23rd July 2015 :

The minutes were agreed as a true record.

Matters Arising :

The walking group is going well with only one walk being cancelled due to bad weather.

The Derriford recovery plan is continuing.

There is no further news concerning what will happen when Peninsula Community Health finishes its contract on 31.3.16.

The referral service is not working as well as it should since the system changed and the system is being looked at.

The replacement for Tom has now started and is learning and settling in.

Dr Gogh is proving to be an asset to the practice with good patient feedback.

CQC inspection feedback :

DJS advised the group that the surgery were given two weeks advance notice of the inspection date and were also told what would be needed on the day, a huge amount of information had to be collated and sent to the inspector prior to their visit.

There were five inspectors, a lead inspector, GP inspector, practice manager inspector, pharmacy inspector and an expert patient. DJS had to give a forty five minute presentation at the beginning of the day, which went well. The practice manager inspector then met with DJS and went through and checked many procedures including HR files, CRB checks, induction of new staff and staff training, equipment testing and fire risk assessments. The GP inspector spent forty five minutes with each

GP including Dr Gogh The lead inspector talked with the nurses and the pharmacy inspector went through the dispensary and its records very carefully, The expert patient spent time in the waiting room talking with patients and then saw Carol Jay from the PPG for fifty minutes. Forty four response cards were returned and all of them were positive with only two very minor negative comments.

At 4 pm the lead inspector and the GP inspector saw DJS, Dr Hargadon and Dr Atkinson. Feedback was very positive and included a number of comments regarding outstanding practice but no rating was advised at that point. DJS should receive the draft report within two weeks for DJS to correct any factual inaccuracies before it is published.

Umbrella Group update :

There were two speakers from Healthwatch at the last meeting, the umbrella group is unhappy with Healthwatch and it was agreed that Healthwatch would have closer contact with the umbrella group and a link person has been agreed.

Research is being done into GP's appointment booking systems and Sheila mentioned how very busy our Doctors were.

The meeting at Oaktree surgery took place on the 23rd September with Anita Cornelius the new locality manager at the Community hospital and Paula Bland as speakers. They confirmed that the contract being given up by Peninsula Health is being put out to tender DJS thanked Sheila for attending both meetings.

Pharmacy changes :

Day Lewis have applied to NHS England to have their licence transferred to what was the Blakes bakery shop next door to Rosedean surgery, this will affect 98 patients who are able at present to collect their prescriptions from Rosedean but will not be able to do so if the change to the licence is agreed. There has also been an application for a new pharmacy on the outside of the town which, if agreed, will also affect some patients.

Guest Speaker for next meeting :

Dr Gogh would come and speak on why he wants to be a GP, his training and what he wants from his future in the NHS. Rachel would come and speak on her role dealing with IT at the surgery. A suggestion was made that it would be interesting to have a speaker on Hospice care, palliative care and end of life care. Dr Thornton visits local care homes and does discuss end of life care planning. DJS will arrange a speaker.

Any other business:

Agreed for Ruth Colrein to join DJS in meeting with Sheryll Murray regarding pharmacy regulations stopping all patients getting their medication from a practice's dispensary if they wished to do so.

Provisional date of next meeting : Thursday 26th November 2015 @ 18.30