

***Rosedean House Surgery Patient Participation Group  
Minutes of the meeting held on the 10<sup>th</sup> November 2016***

***Present : David Sheppard (DJS) Nick Hammond Tony Reeves Jocelyn  
Barnard Edna Caddick Carol Jay Sheila Mullins Jacqui Smith***

***Apologies : Mike Davies Robin Hall Nick Mallard Judy Davies Jackie  
Le Brocq Julia Lucas Judith Markes Sheila Wilson Liz Webb***

DJS introduced Neal Chambers the Patient and Public Involvement Manager at NHS Kernow who explained his role, the law says that if a CCG is planning to purchase services or change a service that would result in patients noticing a change the CCG must engage with the public. NHS Kernow is a commissioning organisation and receives funds from central Government to provide hospital and other care, Primary care i.e GP's is covered centrally not by CCG's .

A recent example of a change which needed public engagement was in connection with the provision of Gluten free food. In the first instance a stakeholder list is drawn up of who needs to be told, voluntary organisations and PPG's are then asked to cascade the information. 1% of the population has Celiac disease so the Celiac Society were contacted and asked to advise their members. Social media is used and media releases are sent to the press although they cannot always be relied on to print what they are given. The longest period of engagement is normally three months and the minimum should be at least four weeks. If finance is the reason for the change the public must be told. Whilst all the comments are looked at NHS Kernow is not bound to accept them, but it is felt to be important that the public feel that they have had their say even they do not agree with the result. Seven patients at Rosedean were receiving Gluten free products they were written to but there has been no response. DJS thanked Neal on behalf of the group

***Minutes from meeting 15<sup>th</sup> September 2016 :***

These were agreed as a true record.

***Matters Arising :***

There is to be a hearing on the 16<sup>th</sup>. December at the Public Hall Liskeard to hear objections to the proposed new pharmacy.

Millbrook surgery is to reopen as part of the Rame Group at Torpoint for some services. Four practices in Plymouth with a total of 17500 patients are to close.

The number of flu vaccines being given at Rosedean is ahead of last year.

***Umbrella Group Update:***

At the last meeting concern was expressed at the delay in the receipt of diagnostic reports from Derriford Hospital. Tamar Valley group has produced a leaflet about their PPG but it was expensive to produce. Some people who attend the Umbrella Group meetings seem unhappy with their practices.

DJS thanked Sheila and Jacqui for attending the meetings

***Kernow CCG Managing Director :***

Joy Hart was suspended earlier in the year and has now resigned. Jackie Pendleton is interim Director.

### ***NHS England Forward View:***

Simon Stephens is the chief executive of the NHS and in his view the key areas are finance, workload, workforce, premises and I.T. He wants practices to work more closely together and promises red tape and bureaucracy will be reduced. There will be funding opportunities and the NHS will come up with a pot of money but in the past have sometimes required detailed proposals within two weeks which can be impossible to do. Health Education England has a goal to produce 5000 additional full-time G.P.'s by 2020 which is unlikely to be achieved. It is suggested that £6 per registered patient will be offered to enable enhanced hours to be offered, this is not enough, it is therefore probable that the system would be based at Liskeard Hospital and may be run on a co-operative basis. The NHS 111 service is to be enhanced and integrated with other services.

The proposed Sustainability and Transformation Plan for Cornwall is a response to the NHS England Five Year Forward View and Devolution Deal for Cornwall.

It sets out to achieve three aims:

Improve the health and wellbeing of the local population.

Improve the quality of local health and care services.

Deliver financial stability in the local health and care system.

Patient feedback is invited with regards to this plan. The engagement document and the process for providing feedback can be found at

<http://www.cornwall.gov.uk/shapethefuture>, it is also possible to learn more by requesting information from the CCG's engagement team on 01726 627897.

### ***Surgery statistics/method of operation :***

Daily monitoring of capacity is now carried out, Monday mornings are very busy and 80 % of call volume each day is in the first forty five minutes. Since June there has only been one day without someone not keeping their planned appointment and the average each day is seven. A letter is written to a patient if they fail to keep three appointments.

***Provisional date of next meeting: Thursday 12<sup>th</sup> January 2017 @ 18.30***