

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on the 12th January 2017***

Present : David Sheppard (DJS) Nick Hammond Nick Mallard Tony Reeves Edna Caddick Carol Jay Jackie Le Brocq Julia Lucas Sheila Mullins Jacqui Smith

Apologies :John Goodman Jocelyn Barnard Denise Doney Jackie Goodman Pam Jarvis Liz Webb Sheila Wilson

Surgery activities-planning & delivery :

DJS spoke about the way the practice is set up and operates, there are five G.P. partners Dr Hargadon, Dr Kalra, Dr Thornton, Dr Atkinson and Dr Stevens plus DJS who own the business and hold the contract with the NHS. Dr Rajan, Dr Bray and Dr Lay are salaried. The practice covers an area of 100 square miles from Trerulefoot, almost to Looe, Hessenford and Widegates in the south to Bolventor in the north and Mount in the east. There are 9000 patients registered compared with 8200 eight or nine years ago. Liz Higman is the manager of the Dispensary and has five staff who prepare and dispense on average 10500 prescriptions per month, the drug budget is a seven figure sum. Comments were made about the helpfulness of the dispensary staff. There are six staff in the reception team who are all part time, Sally Bamford is team leader. They operate between 8am and 6.30pm. They carry out many administrative duties as well as covering reception and answering the telephone.

Chris Torpy is the nurse manager and her team includes two receptionists and nurses as well as phlebotomists who also carry out urine analysis, 24hour monitoring of blood pressure, E.C.G's and an overnight oxygen monitoring service. The administration team leader is Sandra Collings and she has a team of four ladies who type all referral letters, scan all documentation into the computer system, carry out checks on those patients with a long term condition who have not been seen for a while and check and summarise notes for new patients. The deputy manager at Rosedean is Michelle and the finance manager is Sharon who produces profit and loss figures and does the salaries and wages and the VAT return. Dawn is the IT administrator.

Doctors Rajan, Lay and Bray are salaried employees and there are other Doctors at various stages of their medical training as well as more experienced locums.

Each day there is acute work – need to see a Doctor today, routine work and home visits. The Doctor doing home visits aims to be on the road between 9 and 9.30am following a telephone conversation and any visit requests received after the Doctor has left the surgery are passed to them by text and the visits are graded from a level 1 to level 5. From Tuesday to Friday the on call Doctor clinic is covered by a lead GP plus a Doctor in training or Nurse Practitioner, all the other G.P'.s will be dealing with telephone calls and face to face with patients. All morning clinics are timed to finish by 12.30 so that mop is able to be done. On a Monday morning the acute clinic has three Doctors. Twice a week meetings are held to discuss, amongst other issues, death reviews and discharges from hospital. Multi disciplinary meetings are held regularly with professionals from outside the surgery to share knowledge and best practice. On days when there are no meetings the Doctors will carry out routine home visits including terminal care visits. Dr Thornton visits care homes on a regular basis on a proactive basis which does work in keeping residents out of hospital. In the

afternoon there is an on call Doctor and the other Doctors will be doing routine appointments. In the morning the appointments are allocated for ten minutes and in the afternoon for fifteen minutes, the aim is to make all appointments for fifteen minutes. Some limited appointments are available on line. From 1.11.16 to 12.1.17 there were an average 78 urgent contacts and 100 routine appointments each day, with there being 8 acute visits each day. The surgery has bought some software which will forecast the need for acute and routine appointments each day. The surgery offers appointments on a Tuesday evening or a Saturday Morning on a rota basis. DJS was thanked for an extremely informative talk.

Minutes from meeting 10th November 2016 :

These were agreed as a true record.

Matters Arising :

DJS attended the hearing at the Public Hall Liskeard where despite the objections the application was granted and there will be a third Pharmacy in Liskeard, this will affect 70 patients at Rosedean who will no longer be allowed to collect their medication from the surgery.

Umbrella Group Update :

The speaker on the Sustainability and Transformation was not given an easy time, the public meeting on this will be held at the Public Hall Liskeard on the 17th January. DJS thanked Sheila on behalf of the group.

Dr. Grant Stevens :

Dr Stevens has been at Rosedean for twelve years but sadly he is to leave on the 30th June. At present he lives near Mevagissey but is moving to Truro and with young children is finding the travelling difficult. He will continue with his dermatology work. Recruitment for his replacement will take place. DJS was asked to give Dr Stevens the group's good wishes for his future.

East Cornwall Primary Care Home :

DJS had recently attend a meeting in London with several others from East Cornwall regarding East Cornwall becoming a Primary Care Home site. The aim is for more collaborative working across general practice, social care and community services within East Cornwall. The Primary Care Home concept has been launched by the National Association of Primary Care. There is currently much discussion between General Practice and CCG as to the best way forward.

Kernow CCG public consultation exercises-non-emergency patient transport services & STP(Sustainability & Transformation Plan):

A public consultation meeting will be held on Tuesday 17th January, a large amount of money is spent on non-emergency transport and the budget is to be cut.

Group members email addresses :

DJS requested that all minutes and invitations as well as Kernow CCG items be sent by e mail to those who use this system and everyone agreed.

Provisional date of next meeting : Thursday 9th March 2017 @ 18.30