

Minutes of the meeting held on the 16th November 2017

Present : David Sheppard (DJS) Mike Davies Robin Hall Nick Mallard Tony Reeves Jocelyn Barnard Judy Davies Carol Jay Jackie Le Brocq Julia Lucas Judith Markes Sheila Mullins Liz Price Liz Webb

Jackie Pendleton Chief Officer Kernow CCG :

DJS introduced Jackie Pendleton who gave everyone a handout with details of her career and her job at CCG, it also gave details of the way the CCG operates, its current position and future plans. She gave a full and frank talk about the major difficulties faced by the CCG in providing the right care for those who need it and at the same time dealing with major financial issues. A copy of the handout is attached to these minutes. DJS thanked Jackie on behalf of the group for such an informative and very honest talk.

Minutes from meeting 14th September 2017 :

These were agreed as a true record.

Matters Arising :

The suggestion by Nigel May that members of the PPG at Oaktree be invited to meetings at Rosedean when there was to be a speaker that may be of interest to them was discussed and it was decided that representatives of Oaktree PPG would be invited for appropriate speakers and they could then report back to their own PPG, they would leave the meeting after the speaker had finished. DJS will take this forward.

The dispensary is becoming busier and busier and extra staff and hours are being arranged.

Umbrella Group Update :

Nigel May mentioned once again how different the PPG's that he has visited are from one another. One of the speakers Paula Dunn said the HUB was doing well. The other speakers were from Volunteer Cornwall and Age UK, DJS has more information about both organisations if anyone would like it. DJS thanked Sheila for attending the meetings and her report.

Carol Jay Feedback :

Carol spoke briefly about the report that she had prepared at DJS 's request about her sessions at the surgery, copies of which were sent out with the minutes from the last meeting.

DJS wanted it to be minuted how very, very grateful he, the other partners and everyone at Rosedean were to everyone who had volunteered to help at the flu clinics, it had made the clinics work very smoothly.

Telephone System :

A new telephone system is to be installed by a firm called RPM who specialise in systems for GP surgeries. It is to be a cloud based system which will give unlimited lines rather than the limitations of the present BT system. There will be a queueing system and callers will be told where they are in the queue. The wiring has to be completed by BT and it is hoped that the new system will start on the 27th November. There could be a short period of down time when the system starts.

Patient Survey :

The annual patient survey results have just been received, fifty surveys were handed out for each GP. Of the 29 benchmarks Rosedean achieved better than the national average in 27 of them and was one per cent under in one benchmark and one and a half per cent in one. The survey will be discussed at the next meeting.

“On the day” GP appointment requests :

There is a continual growth in demand for on the day GP appointments, there are now three Doctors doing the clinics on a Monday and two at all other times. To manage the demand better from the 20th November a Doctor will speak to all patients who wish to be seen that

day on the telephone and decide what action is needed before an appointment is made. All routine appointments will continue to be booked as at present with no need to speak to a Doctor first.

NHS 111/Out of hours GP service:

From 30th November these will be merged and will be operated by Vocare, Royal Cornwall Hospital Trust and Kernow Health which is a Community Interest Company owned by Cornwall GP practices.

Future Speaker :

Peter Stokes Chief Executive of Kernow Health has agreed to speak at the January meeting.

A suggestion was made that John Palmer the former Paramedic now working at Rosedean be asked to speak at a future meeting.

Provisional date of next meeting : Thursday 18th January 2018 @ 18.30