

Minutes of the meeting held on the 18th January 2018

Present : Mike Davies Michael Wing Jocelyn Barnard Edna Caddick Carol Jay Julia Lucas Judith Markes Sheila Mullins Liz Price Jacqui Smith Penny Prisk & Wendy Smale from Oaktree PPG

Apologies : David Sheppard Nick Mallard Judy Davies Pamela Jarvis Jacqueline Le Brocq

Carol Jay explained that unfortunately David Sheppard was unwell and she had been asked to take a shortened meeting, she welcomed Michael Wing to the PPG and also Penny Prisk & Wendy Smale from Oaktree PPG who had accepted the invitation to attend our meeting to hear a speaker who would be of interest to them.

Peter Stokes Chief Officer Kernow Community Interest Company :

Carol welcomed Peter Stokes who started by explaining that his background was- ex army and he had been a non executive member of the P.C.T before becoming a full time employee and working for the NHS for 8 years. The 111 and Out of Hours Service used to be commissioned and bought as separate entities and when the opportunity arose to take over the running of both services the 62 G.P. practices in Cornwall set up a Community Interest Company with each practice holding one share and having a nominated shareholder. Each locality elects a board member and East Cornwall has one member, any profits from the company are invested in health care. The company employs 150 people and has a turnover of £13 million. Their contract runs for five years from 2017. Their two call centres are in Newcastle and Taunton and that is where the call is first answered and if it is felt necessary it is then passed to a clinician in Truro, 80% of calls end up in Cornwall. There are five categories of patient who are dealt with as a priority and will speak to a clinician quickly :-

- 1 Those with 'Special Patient Notes' which means that you have a condition which requires you to be treated in a particular way.
- 2 The parent of a child under five.
- 3 Anyone over the age of 80.
- 4 A patient who is receiving palliative care.
- 5 There is a Healthcare Professional Line with a 10 minute window for a GP to ring back.

Everyone else will go through the NHS pathway system. The target is for calls to be answered within 60 seconds. The outcome of calls could be that you are advised to see your GP in the morning (50%) or if it is felt that the patient needs to be seen they will be given an appointment time to go to Liskeard Hospital or if you are unable to get to the hospital a clinician will visit you. A significant number of calls are not of an urgent nature. On the 23rd December when GP surgeries were closed many calls were to ask for repeat medication. A suggestion was made that a text reminder could be sent to order or collect repeat prescriptions although this would need very careful consideration as to the impact this could have at the surgery. Kernow Community Interest Company was the best provider in the South of England in December. Carol thanked Peter on behalf of everyone present for such an informative, interesting and reassuring talk.

The Minutes from meeting 16th November 2017 :

These were agreed as a true record.

Matters Arising :

Two representatives from Oaktree PPG accepted our invitation to attend our meeting to hear the guest speaker.

Telephone system : Unfortunately there are some technical difficulties which need to be resolved by BT before our installation is able to go ahead, it has therefore been postponed until the week commencing 5th February.

Medical Manpower :

Gabrielle Reiff who is a year 5 Medical Student will be joining Rosedean for a six week placement from 22nd January.

Dr Lorna Ellwood will be leaving on the 6th. February at the end of her six month placement, she will be replaced by Dr Tom Brogden on the 8th. February.

Provisional Date of next meeting : To be confirmed