

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on 19th. April 2012***

***Present : David Sheppard (DJS) Nick Mallard Roderick McCarthy
Tony Reeves Jean Bailey Edna Caddick Ruth Colrein Margaret
Halliwell Carol Jay Jackie Le Brocq Carol Hemmings Sheila Mullins
Vanessa Smith Sheila Wilson Helen Wyatt
Joyce Halliday a Research Fellow from Plymouth University***

Apologies : Tony Nelson Adrienne Maddocks

Introductions :

All members introduced themselves and a new member Roderick McCarthy was welcomed.

Presentation from Scott Bennett of Age UK

Age UK (used to be known as Age Concern) provides a wide range of services. Across Cornwall there are several separate Age Concern charities who are separate organisations but linked. They work closely with Volunteer Cornwall and there are 5000 volunteers in Cornwall, They run a helpline providing support and guidance which receives over 80 calls a day.

They provide patient transport for hospital appointments and travel 4 - 5 million miles annually just in Cornwall. They provide financial advice and support including advice on tariffs for gas and electricity. They provide foot care in the community and exercise classes.

Their aim is to promote independence in people and they meet individuals and families to see what support might be needed to achieve this aim.

They work closely with the PCT and Social Services to see how services could be improved.

Rosedean Surgery is looking at how help can be given to people who are at risk of falling and therefore being admitted to hospital, Balance and Stability classes are being held and home visits will be arranged to look at trip hazards. Eleven Doctor's practices in East Cornwall are looking at emergency admissions many of which are fall related and are working closely with Falls Clinics and referrals to Balance and Stability classes

Age UK is always looking for volunteers, training is given and all volunteers are CRB checked and sign a contract which stresses confidentiality.

Age UK telephone helpline 01872 266388

Scott was thanked by DJS on behalf of all present.

Presentation from Jill Stott of LINK in Cornwall

LINK in Cornwall is an independent and volunteer led network that gives the opportunity for people in Cornwall who have had experience of health and social care to air any concerns they may have. LINK looks at the issues raised and holds events to obtain feedback.

They became aware of concern at the lack of support for people with Dementia and put on an event at the Eden Project. There were speakers, including one with Dementia, as well as providers of help. LINK suggested to the PCT that a booklet be

produced detailing all the information needed by patients and this has now been produced.

LINK will cease to exist in December and in early January Healthwatch will be introduced with volunteers transferring from one organisation to the other.

Healthwatch will be there to listen to people's concerns as well as signposting people to the help they need.

Jill was thanked by DJS on behalf of all present.

Minutes of Meeting held on 2nd February 2012 :

These were approved as a true record.

Surgery Staffing Changes:

Dr Duncan Parker has been at Rosedean for a couple of months, he had been a GP and had taken some time out. He is now undertaking "Returner Training" and will be working at the practice two days a week.

Local Car Parking Charges :

DJS has received many comments and complaints about the new charges, it now costs a minimum of £1 to park, perhaps just to collect a prescription which takes a few minutes. DJS is to write on behalf of the practice to the County Council who fixed the charges and at the request of the PPG he is also the write on their behalf.

Date of Next Meeting :

14th. June 2012 @ 18.30