

***Rosedean House Surgery Patient Participation Group  
Minutes of the meeting held on 23<sup>rd</sup> March 2017***

***Present : David Sheppard (DJS) Nick Hammond Mark Thompson  
Jocelyn Barnard Carol Jay Judith Markes Liz Price***

***Apologies : Nick Mallard Tony Reeves Jackie Le Brocq Julia Lucas  
Sheila Wilson Liz Webb***

***IT services at the practice – Dawn Morse :***

DJS introduced Dawn Morse who was appointed nine months ago as IT administrator. She explained that her background is in the NHS and she moved to Cornwall six years ago and did administration work for Microtest at Bodmin covering both the UK and outside the UK. When the opportunity occurred at Rosedean she was keen to apply. She works 30 hours a week flexibly and has a very varied role which involves anything to do with computers. There is a very big PC in the attic which holds all the data and she does a back up tape every day. She maintains the PC's and ensures anti virus installed and makes sure printers working and of course deals with problems as they occur to make sure all IT works smoothly. She maintains the practice website and ensures that the blood pressure and 24 hour ECG machine software is working correctly. Dawn deals with the mailshots for flu vaccines and monitors who has responded, she does reports to the Dept. of Health on some details of Doctors consultations. Dawn set up the practices Face Book page, 200 patients are connected at present, it is linked to the Liskeard website and there were 3000 hits from the news about the appointment of John Palmer the Paramedic. Dawn will be producing a practice Newsletter. In future it is hoped that an I Pad linked to the computer will be available so that paper reports will not be needed for home visits and the details of the visit can be input immediately.

Summary Care Record : Key elements of records, at present medication and allergies, can be looked at by hospitals, the 111 service and the ambulance service, this is strictly monitored. It is possible to opt out but consent is otherwise implied.

A suggestion was made that Dawn could do training sessions in connection with the Waiting Room and DJS will take this forward.

DJS thanked Dawn on behalf of the group for such a very informative talk.

***Minutes from meeting 12<sup>th</sup> January 2017:***

These were agreed as a true record.

***Matters Arising :***

There is no date as yet for the opening of the planned pharmacy.

***Home visiting :***

A very experienced Paramedic John Palmer has been appointed at Rosedean, there continue to be manpower issues at the practice with a general shortage of Doctors and Dr Bray on maternity leave. John will be working every morning and every afternoon and will carry out most morning visits, Dr Hargadon will be responsible for him and if he needs help a Doctor will be available.

***Staffing changes :***

Dr Morris finished her training at Rosedean and then did over three years at the practice as a salaried GP before leaving to have a baby, she is now back at Rosedean on Monday and Thursday mornings. Dr Buczek who is a GP registrar joined the practice in August but he has been unwell however he is now recovering and should be back soon.

Dr Jasmine George will be joining Rosedean for four months from April to August.

***Future speaker – Roz Collins :***

DJS suggested asking Roz Collins who is manager for Integrated Care in South East Cornwall she could explain about the Hub as well as other issues this was agreed as a good idea and DJS will ask her to the next meeting.

***Care Quality Commission update :***

At the last inspection Rosedean received a good rating and the view was that any practice that received a good or outstanding rating would not be inspected again for five years but a local practice is to be inspected again shortly so it is possible that Rosedean could also be inspected again.

***Cornwall Council patient representative request :***

A request has been received for someone who has experience of using equipment on loan from the Council to join a committee which will meet on a regular basis.

***AOB :***

DJS confirmed that the NHS treatment centre at Bodmin will close on the 31<sup>st</sup> March as agreement cannot be reached for the renewal of the contract, it was agreed that the centre had provided an excellent service and its closure will put more pressure on units at Derriford and Treliske. DJS also advised that there are no details as to when the response will be received to the Sustainability and Transformation Plan.

***Provisional date of next meeting : Thursday 11<sup>th</sup> May 2017 @ 18.30***