

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on 13TH February 2014***

***Present : David Sheppard (DJS) Mike Davies Tony Reeves Mark
Thompson Barry Wyatt Jocelyn Barnard Edna Caddick Ruth Colrein
Judy Davies Denise Doney Pam Jarvis Carol Jay Jackie Le Brocq Julia
Lucas Judith Markes Sheila Mullins Vanessa Smith Liz Webb Helen
Wyatt
Jeanette Toy from Carers Advocacy Support and Pat Hughes Carer
Support Worker***

***Apologies : Nick Mallard Jean Bailey Margaret Halliwell Jacqui Smith
Sheila Wilson***

DJS welcomed Jeanette Toy and Pat Hughes from Cornwall Carers Service who gave details of the help available for carers in Cornwall.(Cornwall Carers Service 01872 266383 www.cornwallcarers.org.uk)

The help is provided by the following organisations .: :

Cornwall Rural Community Council has twenty three support workers who operate on a one to one basis with carers.

Carers Rights has two specialists advising those coping with caring for someone with learning difficulties.

Age UK operate a help line.

Disability Cornwall helps those caring for someone with a disability.

There are 64000 carers in Cornwall but only 6400 receive any help. The service aims to identify those who are carers (many say they wish that they had known about the service) some are referred by other agencies but it is possible to self refer. Help is given with many different things i.e filling in forms, debt advice, getting the best energy deals and educational advice including help with using a computer, the service will also signpost carers to different agencies who give help. It is not a long term service and stops when things are in place but will go back if the carers circumstances change or more help is needed. The cared for get support but the carer needs to feel supported and valued. Cornwall Carers Service is a charity and at present receives funding from Cornwall County Council who have a duty of care to provide a service to carers, if carers are not supported the possible impact on the NHS would be great. The service is free.

Carers week is from 9th to 15th June and an information roadshow will travel around Cornwall.

The helpline (01872 266383) takes all calls and refers them to a carer support worker. If anyone is aware of someone who is a carer please tell them about this service.

Jeanette Toy and Pat Hughes were thanked by DJS on behalf of the group.

Minutes from meeting 12th December 2013 :

Apologies were given that the details of the presentation given by Ana Juett and Mary Carter were not sent with the minutes but these are now included with these minutes..

The minutes were then agreed as a true record.

Matters Arising :

The on-line booking system is still being made ready, the on- line booking software had to be changed due to problems with the NHS security requirements.

Dr Stevens was grateful for the feedback concerning the Dermatology review. DJS was grateful for the comments placed on the NHS Choices website.

Medical Staffing :

Dr Bray is now back at work on a phased return and will hopefully be back to her normal hours by March. Dr Morris is now on maternity leave and will not be returning to Rosedean as she is leaving medicine to become a full time Mother Sue Collins an experienced dispenser has been appointed.

Feedback from East Cornwall PPG meeting :

Sheila Mullins gave a comprehensive report on the last meeting she had attended at which Derris Watson stood down as Chairman, four members of the group stood for election and each gave a brief presentation after which a new chairman was elected. The new chairman wanted to instigate some changes which Derris Watson explained were not possible, neither Derris Watson or Ben Mitchell (from Kernow Clinical Commissioning Group) will be at future meetings. It was felt that the Umbrella group has a different agenda from the PPG at Rosedean which was set up by Dr Smalley and DJS to engage with patients and to obtain feedback from them.

Due to work commitments Ruth Colrein will not be able to attend future umbrella group meetings but was willing to receive e. mails on behalf of the group. Sheila Mullins was prepared to go to the next umbrella group meeting and will report back to Rosedean PPG group at which time a decision will be made as to the benefit of a representative from Rosedean attending future meetings.

Sheila and Ruth were thanked by DJS on behalf of the group.

Patient Survey :

The results were received on Monday 10th February, 300 surveys (50 for each GP 6X50 on a random basis) the survey is carried out by an outside agency.

DJS is extremely pleased with the outcome with only one category below the national average which was “How do you rate how quickly you were seen by a particular Doctor National Average 70.7 Rosedean 69.8 . It was pointed out that two popular Lady Doctors only work part time which could have skewed Rosedean’s average, are patients aware of this? Perhaps if they were told they would understand.

58 patients said that they wished that the surgery was open on a Saturday, it is so perhaps more publicity is needed regarding this.

The surgery has put in a bid to the Kernow Clinical Commissioning Group for funds to open 8 to 8 Monday to Friday.

It was suggested that local or regional benchmarking may be of use. DJS will investigate this with the Company that analyses the survey.

The group felt that DJS and everyone at Rosedean should be congratulated for the excellent outcome of the survey.

“Better information means better care”

The NHS has decided that the records held by your GP are to be uploaded to a national database to be used for research and medical planning purposes. All GP practices have been told that they have to comply, the information will contain details of the patients NHS number, post code, age, gender and ethnicity. Patients are able to refuse for the information to be passed on and forms are available for this purpose.

Provisional Date of next meeting : 24th April 2014 @ 18.30 .