

Rosedean House Surgery Patient Participation Group Minutes of the meeting held on 19th June 2014

Present : David Sheppard (DJS), Mike Davies, Nick Mallard, Tony Reeves, Jocelyn Barnard, Edna Caddick, Ruth Colrein, Judy Davies, Carol Jay, Julia Lucas, Sheila Mullins

Apologies : James Hempstead - NHS England, Mark Thompson, Pam Jarvis, Dawn Jeffery, Jackie Le Brocq, Judith Markes, Sandra Simmons, Sheila Wilson

DJS explained that James Hempstead from NHS England had asked to attend the meeting at Rosedean as he wished to discuss the operation of the on line appointment booking and repeat prescription ordering service and to find out how we felt about it, unfortunately, at the last minute, he was unable to travel from London for the meeting.

Minutes from meeting 24th April 2014 :

The minutes were agreed as a true record, there were no matters arising.

PPG Umbrella Group Update :

Sheila Mullins reported that she had attended two meetings, at the first one in May she had been given a copy of the group's constitution as she had requested. The deputy chair took the meeting at which the speaker was from Healthwatch, it was suggested that as a group the PPG join Healthwatch and DJS confirmed that he would be happy to arrange this. The Umbrella group have been given a copy of Rosedean's complaints procedure as they had requested together with a copy of the latest patient survey and results. The Umbrella Group also felt that it would be a good idea for all groups to join the national body for PPG'S One practice had sent questionnaires to patients who had recently been discharged from hospital to see what problems, if any, they had encountered. The chair of the meeting said that he felt all PPGs should aspire to be like Rosedean's.

At the meeting in June the speaker was Paula Bland from NHS Kernow who had spoken at our PPG meeting in April and she updated the umbrella group in connection with the proposed changes to surgery opening hours and the Challenge fund monies. DJS advised the meeting that he and Dr Thornton are looking into the situation with regard to patient's discharges from hospital , the practice should receive details from the hospital within 2 days of discharge. Derriford hospital is still paper based which slows the process. DJS thanked Sheila for attending the meetings.

NHS Kernow patient engagement survey :

The survey which is being done on-line is confidential and takes ten minutes to complete and asks questions in connection with how to manage your own care. DJS encouraged members of the group to complete the survey.

<http://www.kernowccg.nhs.uk/get-involved/engagement/>

Named Doctor for patients over the age of 75 :

Rosedean Surgery has 840 patients over the age of 75 and under the new GP contract they have to be told who their named Doctor is and they will shortly receive a letter giving them the name.

Unplanned admissions service :

Emergency admissions are very expensive and there is to be a national enhanced service identifying patients most at risk of emergency admission. The scheme will look at 2% (140) of patient list and produce care plans to be pro active in helping them avoid an emergency admission

Registered patient list validation exercise :

NHS England have written to a large number of patients all over the Country asking if they are still a patient at individual surgeries, if no response a reminder was sent. If there was still no response they would be taken off the patient list. Rosedean have been sent a list of 600 names which have to be looked at, if the patient has been seen since April 2013 they will be kept on list all the other patients will need to be contacted which will involve significant administration resources.

GP out of hours service :

Serco has asked to be released from their contract from May 2015, but from 8th July 2014 out of hours calls from Rosedean will be transferred to NHS 111.

The Clinical Commissioning Group are not going to put the bidding process out to tender immediately as the new provider could not be in place by May 2015 so they are sourcing a temporary provider for one year to enable them to design the new integrated service carefully when tenders will be sought.

Care Quality Commission inspection process :

The inspection process used to consist of one inspector and the surgery would be given 2 days notice, now 2 weeks notice will be given and there will be an inspection team consisting of an inspector, GP, nurse and a manager. They like to talk to patients after their consultation.

Primary Care & Health Management Diploma questionnaire :

Tom Peters who is Rosedeans IT consultant is studying for the above mentioned qualification and would like to ask patients to complete a questionnaire to assist him in his studies all the members of the PPG present agreed to help if asked.

AOB :

From the 1st October 2014 practices are able to elect to receive patients from outside their practice area, Rosedean are not at present taking part in this scheme.

Provisional date of next meeting : 28th August 2014 @ 18.30