

***Rosedean House Surgery Patient Participation Group  
Minutes of the meeting held on the 19<sup>th</sup> March 2015***

***Present : David Sheppard (DJS) Nick Hammond Nick Mallard Tony Reeves Richard Smith Mark Thompson Jocelyn Barnard Edna Caddick Denise Doney Carol Jay Jackie Le Brocq Julia Lucas Judith Markes Sheila Mullins Jacqui Smith Vanessa Smith Sheila Wilson***

***Apologies : Robin Hall Ruth Colrein Liz Webb***

DJS welcomed Adele Thompson the Age UK Living Well Coordinator for Liskeard. The Living Well concept was started in Newquay and Rosedean was the first practice to become involved in East Cornwall in September 2014 . Living Well is run by AGE UK and is a partnership between surgeries, social care, AGE UK and volunteers. Referrals are made by GP's who invite the patient they feel might benefit from the service to sign a consent form if they agree to be contacted. A stamped addressed envelope is enclosed and the return rate is 40%. Arrangements are then made to visit the patient, the first patient visited had recently had a heart bypass and was not coping well with life afterwards, the gentleman had been in the RAF and now volunteers go to see him and he is being encouraged to research into his time in the RAF. He also wanted to make rugs and needed a special hook and one was found for him, the quality of his life has improved so much, and a flight around Newquay is also being arranged for him. Two ladies who had both been widowed and were living in rural communities had transport arranged for them to meet for lunch regularly and they are now going to arrange trips to the theatre and other places of interest for themselves. Volunteers, who are checked and references taken, are vital to enable this scheme to work, the Liskeard area is very fortunate with the range of experience and skills available. It is such a simple idea but can have amazing results. DJS thanked Adele on behalf of the group.

***Minutes from meeting 22<sup>nd</sup> January 2015 :***

The minutes were agreed as a true record

***Matters Arising :***

NHS England have advised DJS that there will be no reimbursement for the costs involved to the practice for the validation exercise.

Kernow Community Interest Group was the successful bidder for the out of hours service contract.

The GP led urgent care service at Liskeard Community hospital will end on the 12<sup>th</sup> April, there had been serious problems in recruiting GPs to provide the service.

***PPG Umbrella Group Update :***

Sheila Mullins reported that she had given DJS various papers from the Umbrella Group concerning an expansion of PPG's brief, she felt that it was important that DJS read these before Sheila brought it to Rosedean PPG. Kim Young from Plymouth University spoke at the last meeting about the new code of conduct for student nurses, focusing on how to improve student perception of patients and how to deal with patients and their relatives. James Bailey from the I.T department at NHS Kernow spoke about the availability of patient information. With the patients permission information will be available to GP's and hospitals. Three people from the umbrella

group went to the meeting regarding the out of hours service but have been told that they will not be required to attend further meetings. The umbrella group discussed mental health issues and Sheila confirmed that if any member of the group has any particular concerns in this respect she will be happy to raise them at the next umbrella group meeting. DJS thanked Sheila for attending the umbrella group meeting and for her report.

### ***Patient Survey Results :***

The survey results were received on the day of the meeting, 350 surveys were done (seven GP's times fifty) the results were excellent with only one question producing a result below the average, this was because two very popular lady doctors work part time so it is very difficult to get a quick appointment. The comments were extremely good and 97% said that they would recommend the practice to family and friends. The survey features as part of GP validation, until 2004 there were no checks on GP's but now each GP has an annual appraisal and have to be re validated every five years

### ***Walking Group:***

Tony Reeves has written a piece for the next newsletter and the walking group will be set up, Dr Piper will be involved in the group.

### ***Prescription price rise wef 1/4/15***

From the 1<sup>st</sup> April the price of a prescription will rise from £8.05 to £8.20, 90% of prescriptions are dispensed free of charge.

### ***Care Quality Commission Update :***

There are 70 GP surgeries in Cornwall and 36 have been inspected, it would appear that Rosedean will not be inspected until the Autumn.

### ***Service Changes and patient feedback :***

On the 17<sup>th</sup> March the system for checking the level of Warfarin to be taken changed from an injection and the blood being taken to Derriford for checking to the use of the machine bought by the practice which needs a small amount of blood taken from a finger and the computer immediately gives the result and the dosage of Warfarin to be taken. Allergy details now available on line.

Dr Ian Evans leaves the practice on the 17<sup>th</sup>. April. Jamie Dawe is leaving Rosedean but has been accepted for GP training. Eleanor Nicholson-Thomas (Foundation Year 2) is at the practice for four months from April. Rachna Joshi a medical student is joining Rosedean.

The latest Friends and Family test results show 100% would recommend Rosedean. The on-line booking system for appointments has received good comments as has the addition of an extra member of staff in the dispensary on Monday and Tuesday mornings. The prescription delivery service is very much appreciated and it is possible that Rosedean will work with other local surgeries to increase the use of this service.

### ***AOB***

Members of the group had had experience of the help and care provided by the Acute Home Care staff and the A & E Department and wards at Derriford and were full of praise for the way they had been treated.

***Provisional date of next meeting : Thursday 21<sup>st</sup> May 2015 @ 18.30***

***DJS is to ask the Lead Pharmacist from Boots to speak to the group.***