

***Rosedean House Surgery Patient Participation Group  
Minutes of the meeting held on 22<sup>nd</sup> January 2015***

***Present : David Sheppard (DJS) Robin Hall Nick Mallard Tony Reeves  
Richard Smith Jocelyn Barnard Denise Doney Carol Jay Jackie Le  
Brocq Julia Lucas Sheila Mullins Jacqui Smith Vanessa Smith***

***Apologies : Ruth Colrein Pam Jarvis Liz Webb Sheila Wilson***

***Minutes from meeting 23<sup>rd</sup> October 2014 :***

The minutes were agreed as a true record.

***Matters Arising :***

The Patient list validation exercise has been completed, it was a time consuming and expensive process trying to contact the patients on the list, 110 patients were unable to be contacted so have been removed from Rosedean's patient list. DJS has asked NHS England for some reimbursement but has had no response as yet.

Friends and Family Test – from December 100% of those who responded would recommend Rosedean to family and friends.

***David Sheppard – General Practice funding :***

DJS started by giving some details regarding the NHS which was founded in 1948 when £437 million was spent on it which is equivalent to £9 billion now, last year NHS spending was £113 billion. There are now more people being treated, care is better and there are new drugs and treatments. NHS England commission primary care and in Cornwall £73 million is allocated to the 68 practices in the County which equates to £146 for each patient and it is up to the partners in each surgery, who hold a contract with NHS England how the money is spent.

At Rosedean there are 5 GP partners and DJS as managing partner. Rosedean receives £73 per annum from its core base contract with NHS England for each patient registered. This is supplemented by fees for enhanced services not included in the core contract. These include injections for flu, pneumonia and shingles and childhood vaccinations. NHS health checks are voluntary for the practice and are paid for separately but there are costs involved for tests and admin. Rosedean is pro active in checks and write to 28 patients each week to offer checks.

Contraceptive services including coil and implants are paid for separately.

Minor surgery is outside the core contract and is paid for separately.

There is a small fee paid for monitoring the INR of those on Warfarin. Two machines have been bought together with the relevant software and within a month blood will be taken by a needle in the finger and the computer will advise the dose to be taken.

Other items outside the core contract are healthchecks for patients with learning disabilities and each new patient is screened for alcohol use and various levels of help are offered if necessary.

Dr. Thornton goes to Nursing Homes on Tuesday and Thursday afternoons and does a "Ward Round" this proactive care has reduced the levels of emergency admissions.

End of Life care – wishes are known and passed to out of hours care and the emergency ambulance service

A six figure sum is earned from enhanced services.

Travel vaccinations, medical reports and applications for HGV Licences are paid for by the applicant. Letters for housing applications can be charged for but are not always. Research work is paid for.

Quality & Outcomes Framework – There are 559 points available and the value of a point in the framework is £156.92. The clinical targets include the monitoring of those with high blood pressure and if pressure lowered points are earned.

The Dispensary –There is a prescribing budget with a target, drugs are bought in for the 9000 prescriptions a month written by the Doctors, the prescriptions are then sent to the NHS in Newcastle who reimburse each surgery monthly for drugs prescribed three months before, the practice receives the difference between the cost of what has been prescribed and what has been taken by the practice from those not exempt from payment, the practice is overspent but the fact that this is an area of deprivation is taken into account.

Due to legislation anyone who lives more than a mile from the surgery can have their drugs from the dispensary at Rosedean but those within a mile radius have to get their drugs from Boots or Day Lewis.

The finance manager at the practice does profit and loss figures on a monthly basis and a meeting is then held to discuss the figures.

DJS was thanked by everyone for such an interesting and informative talk.

### ***PPG Umbrella Group Update :***

Sheila Mullins reported that there are now eleven surgeries represented on the group which is now more organised and involved in other groups. At the last meeting they discussed the availability of NHS dentists in the area, Liskeard is quite well covered but Saltash not so good. Paula Bland from the East Cornwall living Well group would like two members of the umbrella group to be on the board. It is intended that a co-ordinator from Living Well will be attached to each practice. Two surgeries in the area have been inspected by the Care Quality Commission . If anyone has any comments about the 111 service would they please pass them on to Sheila.

DJS thanked Sheila for attending the meetings and reporting back.

### ***Out of hours service :***

The contract with SERCO ends in May, there have been two bids for the next twelve month contract one from Kernow Community Interest Company which has been set up by all surgeries in Cornwall plus some Devon Doctors. The other bid was from SWAST (Ambulance Trust)

### ***Living Well Project :***

The project is being run by AGE UK and is a partnership between surgeries, social care, volunteers and AGE UK , the co-ordinator is Adele Thompson.

### ***Medical staffing changes :***

Catherine Stammers a medical student is at Rosedean for six weeks and will be overseen by a GP. Jamie Dawe (Foundation year 2) is at Rosedean until April. Tamsin Lay a GP registrar is joining the practice for two days a week (Tuesday and Friday) until the end of the year.

***Care Quality Commission update :***

Inspectors have been in the area and Liskeard hospital is being inspected at present but there is no date for Rosedean as yet, two weeks notice will be given.

The CQC is costing £30 million, they look at the services provided for older people, those with a long term condition, families, the vulnerable, those with poor mental health and those of working age.

***Service development feedback :***

There has been excellent feedback concerning the prescription delivery service , this is not funded so is costly. There has continued to be good feedback regarding the additional member of staff in the dispensary on Monday and Tuesday mornings, during last week additional help was also arranged for Friday because of the high demand for prescriptions. More Doctors appointments have been made available in the afternoon and are longer at 15 minutes and this has also resulted in good feedback.

***AOB :***

At Liskeard hospital at present there is a Minor Injuries Unit open between 9am and 8pm and a Doctor from Serco is available by appointment out of hours, shortly a GP will be available from 9am until 10pm to provide urgent care without appointment. The first Doctors involved are Dr Sowden a female locum and Dr Morris who will be known to patients at Rosedean, they will have access to patient records if the patient agrees.

***Provisional date of next meeting : Thursday 19<sup>th</sup> March 2015 @ 18.30  
DJS is to ask the local co-ordinator of Living Well to speak to the group.***

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