

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on 23rd October 2014***

***Present : David Sheppard (DJS) Mike Davies Nick Hammond Ruth
Colrein Judy Davies Denise Doney Pam Jarvis Carol Jay Julia Lucas
Sheila Mullins Vanessa Smith Liz Webb
Robin Hall – Patient Oxygen Services***

***Apologies : Tony Reeves Jackie Le Brocq Judith Markes Jacqui Smith
Sheila Wilson***

DJS welcomed Robin Hall who is a manager with the Kernow Clinical Commissioning Group dealing with the provision of Oxygen and other equipment to patients. The home Oxygen service was set up in 2006 and Mr Hall became involved in 2008 and now works for 11 other commissioning groups as well as Kernow. Air Liqueed, a French company, were given the contract in 2011 for three years and this has been extended for a further two years to January 2016. There are 1200 people in Cornwall who have oxygen delivered and 12000 in the South West Region of these 50/55% are COPD patients. There are six nurses in Cornwall dealing with patients who have oxygen and the patients are reviewed every six months. When oxygen is first delivered a technician will go through the operation of the equipment and will explain that the Fire Brigade should be advised that there is oxygen in the property. There is a four hour delivery service in an emergency although this is very expensive, the normal service is 2/3 days. A member of Rosedean Patient Participation Group uses Oxygen and praised how the system worked. DJS thanked Robin Hall on behalf of the group for such an informative talk.

DJS welcomed Nick Hammond to the group

Minutes from meeting 29th August 2014 :

The minutes were agreed as a true record.

Matters Arising :

DJS has had a conference call with James Hempstead about on-line services, he will not now be coming to Cornwall due to Government cutbacks. DJS confirmed that the ordering of prescriptions online and the booking of appointments online is working well. The next step could make it possible for patients to see their drug and other allergies on-line

The patient list validation exercise is still on going and has involved many, many hours of clerical work.

Tony Reeves has written an article about the proposed walking group which will go into the next practice newsletter.

Work on data sharing (GURU) is ongoing.

The steam cleaning of the building has been carried out and all agreed that it was looking much better, the estimate for the railings was very high and further estimates are being obtained.

Dr Harris is now working two days a week at Looe and came back to Rosedean for a day as a Locum.

There has been good feedback about the extra member of staff on a Monday and Tuesday morning to help in the dispensary, the member of staff is also doing other clerical work including the patient list validation exercise.

PPG Umbrella Group Update :

Sheila Mullins reported that at the last meeting concern had been expressed at the lack of NHS dentists in some areas of Cornwall. There had also been concern at the lack of provision for mental health patients particularly for young people.

All referrals from a Doctor for a patient to see a Consultant go through DRSS (Devon Referral Support Services) who will contact the patient and offer choices of where the patient could be treated. There was concern at how this system was working.

Living Well : In Newquay agencies and voluntary organisations have got together with surgeries to help very elderly and infirm patients.(A similar initiative is starting at Rosedean with invitations going out to some patients who have been identified. Funding has been obtained from Age UK.)

It was reported that there is a shortage of GP's with fewer students going through training, this is having an impact on Rosedean who for many years have had two students in training but now have only one.

A suggestion was made that the name of the Umbrella Group be changed to Patient Partnership Group and that it would be more effective at a higher level if members went on training courses and workshops, Sheila was concerned that this was not in line with the groups brief at the outset and she was supported by other members of the group in this. The chairman of the group has applied for and been accepted to be a member of a new body being set up at Derriford to discuss strategic issues at the hospital. At the next Umbrella Group meeting there will be a speaker from Plymouth University End of Life care project.

Healthwatch Mental Health Services Report :

Healthwatch has issued a report into the way surgeries deal with mental health issues following a survey they had carried out, Liskeard did not do well but only 15 patients responded from the Liskeard area out of a possible 1000 patients affected and over the whole of Cornwall only 240 people responded which is not felt to be a satisfactory level of response to draw accurate conclusions.

Ebola :

If patients report a fever the receptionists are asking if they have been to Africa recently and our Doctors are, of course, very aware of the possible danger.

Friends & Family Test :

Results so far indicate 95% extremely likely to recommend the practice to friends and family 4% don't know and 1% extremely unlikely.

Care Quality Commission update :

Practices in Cornwall will not be inspected in the next three months and when the inspection does take place the inspection team will consist of one GP, one practice manager and one practice nurse.

Patient Survey :

A patient survey is being carried out once again with 350 responses needed, the emphasis this time on the whole clinical experience, reception and access.

Patient Feedback :

As already detailed there has been a very positive response to the appointment of an extra member of staff to deal with phone calls to the dispensary on Monday and Tuesday mornings. The on-line booking system has also received favourable comments.

Provisional date of next meeting : 22nd. January 2015 @ 18.30
DJS will give a presentation on funding in general practice.