

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on 24th November 2011***

Present: David Sheppard (DJS) Nick Mallard Tony Nelson Tony Powell Tony Reeves Edna Caddick Margaret Halliwell Carol Jay Jackie Le Broq Sheila Mullins Sheila Wilson.

Apologies: Nigel Glassborrow Jean Bailey Suzanne Jansen Rosa Mashiter Jacqui Smith Helen Wyatt

Introductions:

All members introduced themselves and a new member welcomed DJS advised the meeting that Carol Jay had agreed to take the minutes at meetings there were no objections to this.

Dr. Smalley

It was with great sadness and regret that DJS advised the meeting that Dr. Smalley was very ill and had resigned from the practice and the NHS. Dr Smalley had carried out his GP training at Rosedean and had been a partner for 20 years. Dr Thornton (Dr Smalley's wife) has asked that details are not released from the surgery. Obviously this is a very difficult time for the family, Dr Thornton is taking no pre booked appointments or clinics but is helping with emergency morning clinics. No decisions have been made re. a permanent replacement but in the short term Dr Sowden now 3 days a week and locums Dr Haworth, Dr De Ferrers and Dr Jones have been taken on and 3 more will be joining in December. Longer term plans are being made re locums with Dr De Ferrers working full time from January. There is obviously a great deal of pressure on Dr Hargadon, Dr Kalra and Dr Atkinson. Other practices in the area have offered their help and support. Many of those present had known Dr. Smalley for many years and everyone wished DJS to tell Dr Smalley, his family and the staff at the surgery that the PPG's thoughts were with them.

Surgery Staffing Changes

Dr Cranfield at surgery until February. Dr Raspa will start in February until August and an extra practice nurse Georgina Cowling is starting in December .

Telehealth Pilot

The practice had volunteered to be part of a pilot scheme dealing with patients who had recurring problems such as chest infections, COPD and urine infections which resulted in regular admittance to hospital. The surgery identified 20 patients and with their agreement equipment will be installed in their homes which monitors their condition and feeds the information down the telephone line to a team of nurses who monitor their condition and act as necessary, hopefully avoiding emergency admittance to hospital.

LINK event Liskeard 8th December

Local Involvement Network is an independent, volunteer led health and social care group and Liskeard is piloting a health and social care hub. The concept is to try and

improve access to health and social care services and try and cut down on visits from so many different health care professionals. The aim is that one person would do the assessment but money is an issue. It was suggested that a representative from the HUB be asked to the next PPG meeting.

Patient survey results and actions

DJS went through the results of the patient survey and said how pleased he was with the markings and comments although there were some areas of concern. He was surprised that 68% of those surveyed said that they could not see a GP urgently if they needed to and that is not true, but their perception is that they can't.

15% would like to book appointments online.

The comments about the dispensary were disappointing and DJS will have a gentle word.

Of the 8500 patients at Rosedean just over half have their prescriptions dispensed at the surgery which amounts to 8/9000 each month.

The growth in patient numbers has been averaging out at 100/120 per year. This year in June the net increase was 20+, in July 30+ and in August 82. The new development at Passmore Edwards could partly explain the increase.

DJS is actively looking at a new telephone system as the present system is old and obtaining spare parts is becoming more difficult, he has managed to obtain some funding for a new system which should make contacting the surgery easier.

Patients need educating about the surgery opening times and the emergency appointments system and DJS was investigating a TV system for the waiting room wall with information about such items. DJS will also investigate an online booking system.

DJS was congratulated on the results of the survey and the many positive comments.

AOB

In response to a question concerning alternative medicine DJS advised that no Doctor at the practice has a specific interest in this area.

It was suggested that another notice was needed regarding the use of mobile phones in the surgery.

A response is still awaited to the appeal concerning the rejection of the application for a pharmaceutical licence.

The group was advised by Tony Powell that there was a suggestion that there was to be some withdrawal of patient services from the Community Hospital, whilst there is a cost in consultants time in travelling from Derriford there are huge benefits for patients in being seen locally. Dr Stephens is at present trying to get more services from Derriford to Liskeard. The group would not wish to see any loss of services at Liskeard Community Hospital

Date of next meeting

26th January 2012 @ 18.30