

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on 2nd February 2012***

***Present : David Sheppard (DJS) Nick Mallard Tony Reeves Jean Bailey
Edna Caddick Ruth Colrein Margaret Halliwell Carol Jay Jackie Le
Brocq Sheila Mullins Jacqui Smith Vanessa Smith Sheila Wilson
Guest Speaker Chrissie Morris from Cornwall and Isles of Scilly PCT
re The Hub.***

Apologies : Suzanne Jansen Adrienne Maddocks

Introductions :

All members introduced themselves and two new members Ruth Colrein and Vanessa Smith were welcomed.

Presentation from Chrissie Morris on 'The Hub'

Under the old system a Doctor would identify a patients community services needs and would advise many different departments, repeating the same facts many times, resulting in visits from different health professionals. Under the new system, which started in Liskeard in August 2011 and is based at Luxstowe House, the information is passed to a central point and then to an appropriate person who would arrange to see the patient to ensure that just one assessment is carried out. The various professionals (Nurses ,Social Care team, Therapists and Rehabilitation team) meet weekly and with the patients permission the information obtained is then discussed with the various departments whose help might be needed. Any urgent help needed is easier to sort out as the various departments work together more effectively, a short stay in a care home or a package of care in the patients home might be considered the best way forward, it is also believed that by using professionals in this more effective and patient centred way referrals to hospital will be reduced and this should have an impact on waiting lists. At present it is only the old Caradon District that is using this system but the other five old districts in Cornwall are advertising for Hub Managers. Budgets are being worked on at present.

Chrissie was thanked for her very informative presentation.

Minutes of Meeting held on 24th. November 2011 :

These were approved as a true record.

Matters Arising :

Very sadly Dr. Andrew Smalley passed away at home on Christmas Morning. A Book of Condolence has been opened at the surgery for patients to sign and this will be presented to his family in due course.

Additional funds have been made available for the Telehealth Pilot.

The new telephone system is to be installed shortly.

Subject to funding a big screen may be installed in the waiting room, as well as giving information about the practice it would also give the waiting time for appointments and would advise when the Doctor is available for their next appointment.

Regrettably the appeal against the decision concerning the Pharmacy was turned down. Liz Higman tries very hard to keep the Pharmacy profitable but margins are very tight.

Dr. Stevens continues to work hard to keep clinics local and out of Derriford.

Surgery Staffing Changes :

Dr. Thornton joined the practice three years ago as a salaried G.P. she has now been offered and accepted a partnership at Rosedean.

Dr. Morris joined the practice in August 2010 for the final stage of her G.P. training this has gone well and she fits in extremely well, and she has therefore been offered a job at Rosedean when her training finishes in August.

Dr. Cranfield has returned to Derriford. Dr. Raspa joined the practice on 1.2.12 and will stay until August.

Alterations to practice registration boundaries :

The Government is committed to patient choice and are keen that patients should be able to register with a Doctor wherever they choose. In a survey 70% of patients were in favour of such a change whilst 30% of Doctors were in favour. Obviously home visits are an issue and also different issues are handled differently in different parts of the Country. A pilot scheme is to take place from April 2012 in Manchester, Nottingham and parts of London.

Practices are being told to talk to the P.C.T. about creating an outer boundary area for those patients who move a little way away from their practice.

Clinical commissioning group formation :

Rosedean have been working with 11 other practices in South East Cornwall and wished to form an East Cornwall commissioning group. They have now been told that this is not possible as with only 100,000 patients the grouping is too small. There are now two options open, one is to join with the rest of Cornwall who have become one group. Rosedean would retain its own budget but would have the back up of a larger group. Devon (minus Torbay) is also a possibility but Rosedean would have to give up its budget. Each practice will have a vote and the majority decision will be final.

AOB

Risk Stratification : A system where data held on both hospital and practice computers can be used to forecast accurately who is likely to be admitted to hospital as an emergency.

A query was raised as to the necessity of the six monthly review of drugs for each patient. The practice does have a policy of carrying out such a review, but it is possible, in some circumstances, to do the review over the telephone.

A query was raised as to whether any new initiatives were being considered in relation to alcohol abuse, there are no new initiatives but the practice is continuing to work closely with the group who work with those who have alcohol related issues.

Date of next meeting :

19th April 2012 @ 18.30 NB Please note change of date

The speaker will be from AGE U.K.