

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on 9th May 2013***

***Present : David Sheppard (DJS) Mike Davies Tony Reeves Mark Thomson Edna Caddick Ruth Colrein Judy Davies Margaret Halliwell Carol Jay Jackie Le Brocq Julia Lucas Sheila Mullins Vanessa Smith Sheila Wilson
Dave Tyas Telehealth Manager, Peninsula Community Health***

Apologies : Jean Bailey Pam Jarvis Jacqui Smith Liz Webb Helen Wyatt

DJS introduced Dave Tyas Telehealth Manager at Peninsula Community Health who spoke about and demonstrated the Telehealth monitoring system which enables patients who have a long term condition such as COPD, Diabetes or heart conditions to have their condition monitored via their telephone line. This helps patients to manage their condition better and should reduce the number of emergency admissions to hospital. The system is installed following a clinical referral from a Doctor or Consultant or an individual, at present there are 1016 monitors in patients homes in Cornwall and a team of 5/6 nurses based in Bodmin monitor the information and readings received and anything outside the normal range is investigated and any necessary action taken. Monitors can be personalised to fit individual patient's needs. The cost of the system is much less than the cost of an emergency admission to hospital or a visit from a District Nurse. The system is not for everyone but the early detection of any change in a patient's condition is obviously beneficial and a national study of 3000 patients in a group using Telehealth has indicated that there was a 20% reduction in emergency admissions to hospital and a 45% reduction in mortality rates. The Tele Coaching system uses a fortnightly telephone call to help guide and motivate people to deal with issues such as stopping smoking, weight loss and exercise. There are 75 people in Cornwall receiving help at this time. The system is being developed all the time.

DJS thanked Mr Tyas on behalf of the group for such an interesting and informative talk.

Members introduced themselves and two new members Mark Thomson and Julia Lucas were welcomed.

Minutes from meeting 9th May 2013 :

These were signed as a true record.

Matters Arising :

Surgery Refurbishment – still ongoing, the new flooring should be done in the next month and the second T.V has been purchased and will be installed shortly at which time the chairs in the waiting room will be re-arranged.

On –Line appointment booking – this should be available in 6-8 weeks.

Expert Patients- Volunteers have been seen and it is invaluable for trainee Doctors to see real patients.

Dispensary Petition – still ongoing.

Liskeard Hospital Fracture Clinic – The strength of feeling concerning this issue has been passed on.

Medical Staffing :

Dr. Metters is pregnant and is now on maternity leave.
Dr. Katie Bicknell will be at the practice from April –July.
Dr. Harris will be joining the practice in August for 12 months.

On Line Services :

It is possible to order repeat prescriptions on the internet, there is a secure system in place and once registered patients can view their drug details and order their medication, the system will also advise them if a Doctor's review is needed. The system is very user friendly.

“Umbrella Patient Group :

Ruth Colrein and Sheila Mullins attended the last meeting, the question of the closure of the fracture clinic was discussed, it was felt by those present that the service and follow ups should be local and Derris Watson will take this feedback to those involved.

111 Pilot is to go ahead.

Pathfinders – Newquay is a System set up by Age UK with the help of Doctors and Nurses to give support and information to elderly people who have left hospital with little back up in place.

A further meeting has been arranged and Ruth and Sheila are prepared to attend they were thanked by DJS.

AOB :

At the last meeting members were reminded about the PAL' Service (Patient Liason) which DJS felt was a very helpful and useful service, since then the Kernow Clinical Commissioning group has abolished it without any notice or advice of their intention to do so. DJS was very disappointed at this action, any complaints about the surgery in the past would have gone to DJS then to PALS if not resolved, complaints will now go from DJS to the Health Ombudsman. Ruth and Sheila will raise this at the next Umbrella Group meeting.

A question was raised as to what clinics the surgery ran and DJS will produce a list. There was praise for new members of staff in reception and the pharmacy.

DJS suggested that one of the Doctors at the practice be asked to speak at the next meeting on “A day in the life of a GP” this suggestion was welcomed.

Provisional date of next meeting : 11th July 2013 @ 18.30