

Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on the 21st February 2019

Present : Michelle McTernan Trevor Hatcher Alan Jeavons Nick Mallard Nigel Midlen Tony Reeves Michael Wing Edna Caddick Teresa Fergus Carol Jay Jackie Le Brocq Julia Lucas Anne Mallard Judith Markes Sheila Mullins Liz Price Jacqui Smith Sheila Wilson

Apologies : David Sheppard John Goodman Robin Hall Jocelyn Barnard Jacqueline Goodman Liz Webb

Michelle thanked everyone for attending the meeting and welcomed Trevor Hatcher, Alan Jeavons, Nigel Midlen and Anne Mallard to the group. Michelle was asked to give David Sheppard everyone's good wishes. Michelle explained to the group that she had been at Rosedean for fifteen years, she started in the administration part of the practice and became Nurse Administrator, she has been deputy manager for two and a half years and is now Operations Manager which is a very varied role. The main area is patient liaison with complaint handling and patient feedback which can come directly from the patient or via NHS England who could have received the complaint. The complaint may have been received by letter, telephone call, e mail or in person .Some patients can be very aggressive and are told they will be removed from the practice list if they continue with such behaviour. Some complaints are upheld some are not. Patients have to receive a response within forty eight hours the complaint is then investigated and result sent to complainant. Every complaint is logged and a six month review is carried out to see what lessons can be learnt. There is, of course, some good and positive feedback She arranges transport for vulnerable patients and arranges medical reports for Insurance companies which can be a lengthy process and because of GDPR the surgery is now unable to make a charge for this. The day to day running and planning of the surgery is vitally important and arranging the Doctor's rotas is a large part of this, ensuring there is time for visiting care homes, time for student Doctors in training as well as the clinics at the surgery. The shortage of consulting rooms is not helpful. Her role now includes HR, recruitment and appraisals and also includes overseeing the maintenance of the building and equipment fixing things if she can or finding a tradesman to do the work. Last and by no means least she is the 'go between' between the Doctors and staff. She is looking at many processes to see if any can be streamlined. Michelle was thanked by the group for such an enlightening talk.

Minutes from meeting 8th November 2018 :

These were agreed as a true record

Matters Arising :

The physiotherapist has been appointed and is working on a Monday, his name is Mark Turner. The practice pharmacist has been appointed and is working two days a week, her name is Kate Taylor. The medicine waste campaign has been diarised on until after the major computer changes at the surgery.

Umbrella Group Update :

Kate Michell from NHS Kernow spoke to the umbrella group about the integration of Community Hospitals. Emily Taylor from Age UK spoke about Cornwall Link and Michelle will

put details of this on the Rosedean website. Michelle thanked Sheila for attending the meetings and reporting back.

Dr Atkinson then joined the meeting to speak about the changes happening at the surgery

Dr Atkinson explained that the surgery was going through a tough time, David Sheppard's absence is having an impact and Janine Payne an experienced strategic manager has been appointed for two days a week to assist Michelle. Dr Morris and Dr Lay are both leaving Rosedean, Dr Lay will be leaving at the end of April as her husband has been appointed to a position in Australia.

The surgery is changing its operating system to EMISS, this will ultimately be easier for staff and is being done so that the locality can be joined up with all practices in East Cornwall and the District Nurses connected. Five practices have to move to EMISS with Rosedean starting on the 8th April. IAGP has to operate 8-8 seven days a week but a pot of money does come with improved access and could fund a mental health person who could operate between practices. At the beginning of April the phone line to order repeat prescriptions will cease to exist, there are about 400 calls a week and the dispensary is struggling to cope. Rosedean is the only practice in the area which still takes phone requests. In the future patients will be able to order on line, in person or by post. The surgery is aware that not all their patients have computers and this decision will impact on some patients but the surgery has no choice. EMISS is easy to use so people will be taught how to use it. The locality is working hard to bring practices together by working together not amalgamating. The Leg Club (which is now called the Centipede Club) meets at Pengover Court. Mention was made of the new system with regard to seeing an Optician, in Liskeard Andrew Keil will see you in the first instance and refer you to the Eye Infirmary if needed. In the locality 50% of practice nurses could retire within five years so Rosedean want to train their own. A question was raised about patients not keeping appointments, which is still a significant issue, Dr Atkinson explained that the practice has a three strikes and you are out policy. Michael Wing informed the group that the Breathers Groups are still working well. Dr Atkinson thanked the PPG for their support and she was thanked for coming to speak to the meeting.

Cattlemarket Charette :

Michelle has attended some meetings regarding the Cattle Market, she has been told that ATS is to be demolished and the site has been earmarked for Rosedean but Rosedean have no money to take it on, DJS was trying to obtain some funding especially as consulting rooms at the surgery are at a premium.

Future Guest Speakers :

A suggestion was made that the Matron of the Community Hospital be asked and this was agreed.

AOB :

Two members of the group volunteered to help those patients who required it with ordering repeat prescriptions online, Michelle thanked them and will contact them in due course.

Provisional Date of next meeting : Thursday 2nd May 2019 @ 18.30

PATIENT PARTICIPATION GROUP (PPG)

YOUR PATIENT PARTICIPATION GROUP MET ON THE 21st FEBRUARY AND DR. ATKINSON SPOKE ABOUT THE CHANGES WHICH WERE SHORTLY TO HAPPEN AT ROSEDEAN. THE PRESENT I.T SYSTEM IS TO BE CHANGED TO A NEW SYSTEM WHICH WILL MAKE DAY-TO-DAY WORKING FOR STAFF EASIER AND WILL ALSO MAKE COLLABORATIVE WORKING WITH OTHER PRACTICES EASIER. OBVIOUSLY SUCH A HUGE CHANGE WILL, IN THE SHORT TERM, CAUSE DISRUPTION TO THE WAY THE SURGERY OPERATES. DR ATKINSON ALSO TOLD THE GROUP THAT THE 24 HOUR VOICEMAIL REPEAT PRESCRIPTION SERVICE WILL CEASE ON THE 8TH APRIL. REPEAT PRESCRIPTIONS WILL BE ABLE TO BE ORDERED IN PERSON, ON-LINE OR BY POST. THE PRACTICE IS AWARE THAT THIS CHANGE WILL HAVE AN IMPACT ON SOME PATIENTS HOWEVER ROSEDEAN IS THE ONLY PRACTICE IN THE AREA STILL TAKING PHONE CALLS FOR REPEAT ORDERING OF PRESCRIPTIONS AND IT IS NO LONGER VIABLE TO CARRY ON. TWO MEMBERS OF THE GROUP OFFERED TO HELP PATIENTS WHO NEEDED HELP WITH ORDERING ONLINE AND DETAILS ARE AVAILABLE FROM MICHELLE McTERNAN.

THE NEXT PPG MEETING IS TO BE HELD ON THE 2nd MAY 2019 @ 18.30 AT THE SURGERY