

**Rosedean House Surgery Patient Participation Group  
Minutes of the meeting held on the 2<sup>nd</sup> May 2019**

**Present : Michelle McTernan Trevor Hatcher Nick Mallard Tony Reeves Alan Thompson  
Michael Wing Chris Woolf Jocelyn Barnard Edna Caddick Teresa Fergus Carol Jay Anne  
Mallard Judith Markes Sheila Mullins Liz Price**

**Apologies :**

**David Sheppard Jackie Le Brocq Liz Webb Sheila Wilson**

Alan Thompson was welcomed to the group and Poppy Crichton a representative from The Royal Voluntary Service at St Neot was also welcomed.

Michelle introduced Sharon Savigar Matron Liskeard Community Hospital and Janet McDonnell Advanced Nurse Practitioner Liskeard Community Hospital. Sharon explained that there are two in-patient wards at the hospital, Oak Ward has twenty five beds and is the old Lamellion Hospital unit Willow Ward has nineteen beds and is the old Passmore Edwards unit. The hospital deals with patients rehabilitating from surgery, social care admissions for those waiting for a care package to be arranged and end of life care for which there are two side rooms available. The physiotherapy department at the hospital is always very busy as are the podiatry and dentistry departments. The minor injuries unit is open from 8am until 10pm. The out of hours GP service is also based at the hospital. There are regular clinics held at the hospital by consultants from Derriford. Janet has been in post for three months following a move from Derriford, she explained that the role of the community hospital has changed with patients staying in hospital for a shorter time. STEPS offers six weeks support for patients in their own homes following surgery or hospital stays. Both Sharon and Janet told the group how grateful everyone at the hospital was for the support they receive from the League of Friends. Michelle thanked Sharon and Janet for speaking to the meeting.

**Minutes from meeting 21<sup>st</sup> February 2019 :**

These were agreed as a true record.

**Matters Arising :**

Cattle Market Charette, the Council has earmarked a small space for the surgery but money is the issue, could the council build and the surgery rent ?

**Umbrella Group Update :**

Jacqui Smith has stepped down as Umbrella Group Representative. Teresa Fergus agreed to attend the Umbrella Group meetings with Sheila. Sheila reported that one surgery in the group had analysed over 2/3 months the details of those who did not attend arranged appointments. It showed that young people tended to miss more appointments with nurses. There had also been a presentation about Social Prescribing by Julie Alexander who is based at Rosedean but with the limited space at the practice she is only available one morning and one afternoon each week. Michelle thanked Sheila for attending the meeting and her report.

**New Clinical IT System :**

The changeover to the new system did not go well, some information was lost although not relating to patients it caused difficulties for the staff creating huge amounts of work. The new supplier had not encountered such problems before. There is still a great deal of outstanding work to be completed and extra staff have been recruited some permanent and some temporary. Kernow Health have a workforce team who will deal with all advertising for specific posts.

**Repeat Prescriptions :**

There have also been some major issues with prescribing, the dispensary is currently working on 300 hours less a week than a year ago. Two and a half thousand patients still need to be registered so that they are able to order their repeat prescriptions online. Michelle asked for help from the group to assist patients coming in to order repeat prescriptions. The surgery is looking into the possibility of having drop off boxes in some villages for repeat prescriptions which would be collected by delivery driver.

**Cornwall Link :**

The website looks at all community groups and when you log in you will be talked through how to use it, Michelle has more details.

**Medical Manpower :**

Dr Lay leaves at the end of the month but until she goes to Australia later in the year she will be doing some locum work at Rosedean. Dr Gary Lenden has joined Rosedean as a full time, long term locum. Dr Christian Watkins is with Rosedean until August. Nurse Practitioner Chris Torpy, who has been at Rosedean for sixteen years has left and is now working at Oaktree Surgery. Nurse Helen Talbot has moved away from the area.

**PPG Enabling Fund :**

There are funds available for PPG's and a suggestion was made that it could be used to fund the cost of the boxes which could be placed in some villages to help those patients who may have difficulties in arranging repeat prescriptions following the removal of the repeat ordering telephone line.

**Future Guest Speaker :**

It was agreed to ask Julie Alexander and Laura Chapman to give a talk to the group on Social Prescribing.

**Provisional Date of next meeting : Thursday 4<sup>th</sup> July 2019 @ 18.30**