

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on 6th. September 2012***

***Present : David Sheppard (DJS) Nigel Glassborrow Mike Davies
Tony Reeves Edna Caddick Ruth Colrein Judy Davies Margaret
Halliwell Carol Jay Jackie Le Brocq Sheila Mullins Vanessa Smith Liz
Webb Helen Wyatt***

***Apologies : Nick Mallard Min Toms Sheila Wilson
Joy Youart, Managing Director Designate, Kernow Clinical
Commissioning Group who was to speak at the meeting was
unfortunately unable to get to the meeting due to a serious road
accident causing problems on the A38.***

Introductions:

All members introduced themselves and three new members Mike Davies, Judy Davies and Liz Webb were welcomed DJS gave some details about the group and how it functions. A suggestion was made that the new Secretary of State for Health Jeremy Hunt be invited to speak at a meeting perhaps with other local PPG's.

Minutes of meeting held on 24th. June 2012 :

These were signed as a true record.

Matters Arising:

Car Parking Charges : A letter has been written to Sheryll Murray M.P. concerning the new charges but no response has been received as yet. It is understood that less people are using the car parks but more revenue is being obtained. It is costing staff at Rosedean £5 per day to park and some staff have had problems with vandalism to their cars when they have parked legally in nearby roads.

Building Refurbishment : It is proving difficult to find a builder prepared to tender for the alterations, only one builder has produced a quotation although others had visited Rosedean and been given details of the work to be done, three quotations are needed. Dr Stevens is making slow progress in arranging the transfer of clinics from Derriford to the local hospital.

Patient Survey:

Another Patient Survey is to be conducted shortly, this survey will include questions concerning the consultation process with the Doctor or Nurse.

The last Patient Survey was completed by 400 patients and an action plan developed to deal with the issues raised. There are 8700 patients registered at Rosedean and 10 years ago the average number of visits per patient was 3-4 the average is now 5 visits per patient, some of this increase is due to an ageing population. Staff numbers are static so the practice has to be smarter with the resources it has.

There has always been a difficulty with patients trying to get through to the surgery on the telephone first thing in the morning and the new telephone system installed in March now has a queuing system although there have been complaints about this even though it is fairer, it is difficult to know what system would work.

It is not necessary to phone early in the morning for routine appointments.

People's Commissioning:

Good commissioning places patients at the heart of the process and is about improving people's lives by providing high quality services that are designed around the individual and within the resources available. Clinical commissioning groups, local authorities and others need to work together to plan and deliver better integration of local services. To ensure that this happens a new framework for patient and public involvement has been proposed which will be known as People's Commissioning and a pilot is to be set up in East Cornwall. DJS has been invited to a pilot planning meeting at the Public Hall Liskeard on the 10th. September.

AOB

On one occasion recently the Nurses were very busy and the appointments were running late resulting in a patient who was visiting the surgery in her lunch time to have no time for lunch, a suggestion was made that a coffee machine be installed but it was decided that this would not be a good idea.

The practice has opted out of the system whereby Boots would re-order medication on behalf of the patient. This system led to wastage of drugs when items were ordered which were not needed and many practices are opting out. Boots collect prescriptions every day so there should be no delay.

It has been reported in the media that the new housing development at Tenecreek could include a Doctors surgery. DJS knows nothing about this at present but confirmed that the partners at Rosedean would be very reluctant to move the practice from the town centre.

Date of next meeting : 8th. November 2012 @ 18.30