

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on 24TH April 2014***

***Present : David Sheppard (DJS) Ruth Colrein Denise Doney Carol Jay
Julia Lucas Judith Markes Sheila Mullins Sandra Simmons Vanessa
Smith
James Buist and Patricia Brocklebank from Healthwatch Cornwall
Paula Bland from NHS Kernow***

***Apologies : Mike Davies Nick Mallard Tony Reeves Mark Thompson
Jocelyn Barnard Edna Caddick Judy Davies Pam Jarvis Jacqui Smith
Liz Webb***

DJS welcomed James Buist and Patricia Brocklebank from Healthwatch Cornwall and James explained the background and function of Healthwatch Cornwall which replaced LINK in April 2013. It is an independent, community interest, non profit making organisation and Cornwall County Council has a legal obligation to provide such a service. The Government provides funds to the Council to fund the service with funds approved until 2016. There are 152 other Healthwatches over the Country. The aim is to encourage feedback and listen to peoples experiences with publicly funded care whether from Hospitals, GPs Dentists, Opticians or other care providers, at present 250 responses are received each month with a ratio of 70% /30% bad to good. If a problem is highlighted Healthwatch may write to the provider who has to respond within 28 days, Healthwatch is able to go into premises by appointment but also unannounced if felt necessary. The feedback is anonymous and is stored on a database which will indicate trends and a steering group will then look at any trend which is developing and will decide what action, if any, is needed. Feedback received may also indicate good ideas which may be passed on. .

There are three research projects ongoing at present :

1 Peoples experience with mental health issues and how they are treated by their G.P.s.

2 The quality of service further away from Truro.

3 111 and 999 calls are callers being correctly signposted for help

Healthwatch will only work if people give feedback and can be contacted by telephone on 0800 0381 281 or for news and information on the website

www.healthwatchcornwall.co.uk One comment can make a difference to many peoples care.

In response to a question concerning Dementia care Mr Buist advised the meeting that the steering group were having a meeting in May to discuss Dementia care. There is a Dementia Liaison Nurse based in Derriford who will help people in Derriford with help and advice and Admiral Nurses help people with Dementia and their carers.

DJS then welcomed Paula Bland from NHS Kernow who are now dealing with the project of redesigning and improving healthcare in South East Cornwall. A bid to the Government for funding to extend surgery hours resulted in Cornwall and Devon receiving £3.5 million to set up a pilot scheme for hours to be 8 until 8 7 days a week. There are not enough G.P.s for all surgeries to be open 8 until 8 7 days a week so Doctors would be based at a central point, perhaps at Liskeard Community Hospital. The aim would also be to make the patient journey more “joined up” Information is being obtained from A & E at Derriford, the Minor Injuries Unit and Serco and all the

information gathered will be collated. There are many other factors to be considered such as X Rays, provision of blood testing, Pharmacy services and administration. The time scale is short as the current contract with Serco expires in June 2015 and Serco do not wish to renew the contract. NHS Kernow would welcome comment and opinion on this very important issue. After the initial bid money is received there will be no further funds available to cover the costs of the revised service in future years. James Buist and Patricia Brocklebank of Healthwatch Cornwall and Paula Bland of NHS Kernow were thanked by DJS on behalf of the group.

Minutes from meeting 13th February 2014 :

The minutes were agreed as a true record.

Matters Arising :

The on-line booking system is now up and running and is working well, within 6 weeks all appointments will be available on-line.

Dr. Bray is now back to her full three days a week.

The company who deal with the patient survey are looking into the question of whether the bench marking could be compared on a national basis

“Better information means better care” Following concern’s expressed by patients this initiative has been paused and will be looked at again.

Dr Morris has had a baby girl.

Feedback from East Cornwall P.P.G Meeting :

Sheila Mullins reported that there were two speakers at the last meeting one from Healthwatch Cornwall and Carol Steer from the Kernow Clinical Commissioning Group. The question of expenses was raised again with some members of the group suggesting expenses be paid for attending and travelling to meetings, Sheila has asked for a copy of the constitution of the group as no one from Rosedean was at the meeting when the constitution was agreed, as we were not advised that the meeting was taking place. DJS confirmed again that if anyone from the PPG at Rosedean is involved in expense in connection with the group he is happy to discuss this with them.

DJS thanked Sheila and Ruth for attending the meeting and Sheila confirmed that she will attend the next meeting.

AOB :

The start date for the electronic prescription service will be June.

Provisional date of next meeting : 19th June 2014 @ 18.30 .