

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on 10th July 2013***

***Present : David Sheppard (DJS) Mark Thompson Jean Bailey Edna
Caddick Ruth Colrein Margaret Halliwell Carol Jay Julia Lucas Sheila
Mullins Jacqui Smith Vanessa Smith Liz Webb Helen Wyatt
Dr David Hargadon Senior Partner at Rosedean Surgery***

***Apologies : Nick Mallard Tony Reeves Denise Doney Jackie Le Brocq
Shirley Mills Sheila Wilson***

DJS welcomed Dr Hargadon who spoke about "A day in the life of a GP" with particular emphasis on the differences between his daily routine 30 years ago and now. Dr Hargadon produced two charts which indicated very clearly how much his life as a Doctor has changed since he came to Rosedean over 30 years ago. Dr Hargadon was trained by Dr Tony Piper and the other partners were Dr Smerdon and Dr O'Leary, his day started at 8.30 AM and included breaks for coffee and lunch, his day usually ended at around 6.30 PM but if it was his turn to be on call then the telephone would be switched through to him and he would be on call all night and in turn with the other doctors would be on call over the weekend. His day now starts at 7 AM and usually ends at around 8.30 PM perhaps following home visits. The organisational changes over the years have been immense and there has been a dramatic increase in the amount of paperwork carried out. Every prescription has to be signed and there may sometimes be 100 of these per day. All test results have to be looked at and there may be as many as 300 of these in one day. Minor operations are carried out at the surgery as well as the giving of some injections. There is now more of an emphasis on the prevention of some conditions with regular testing being done. Ten years ago the average patient visited their GP 3 to 4 times a year that is now 5 times a year and patients are much more aware of health issues.. The core job is still seeing and helping patients and Dr Hargadon said that it was a job which he still felt privileged to be doing.

Minutes from meeting 9th May 2013 :

These were signed as a true record.

NB I subsequently noticed that the date of the previous meeting detailed on the minutes of 9th May as 9th May should have been 14th March 2013 a note regarding this has been placed with the original minutes at the surgery. With my apologies Carol Jay

Matters Arising :

The new flooring in the waiting room has been completed and the second TV installed.

The on-line booking system is still being made ready for use.

PALS The group was reminded that Derriford hospital still has a PALS office and that PALS is also available for anyone with issues concerning treatment on mental health issues.

Medical Staffing :

Dr Bray is, unfortunately, unwell and will be away from the practice until the New Year. The partners are covering the situation at present but cover has been found from September.

Dr Ian Evans an Army Captain will be joining the practice for 18 months from December.

Dr Harris will be joining the practice for 12 months from August.

Dr Sarah Pratt will be joining the practice for 4 months from August.

Dr Bicknell will be leaving the practice shortly.

Care Quality Commission:

The practice should be inspected within two years but it might be longer, they have indicated that they would like to meet members of the PPG, there would only be two days notice of the inspection and members present agreed that they would be willing to help if necessary and if available.

Dr Neville Devonport :

Dr Devonport has resigned as Clinical Lead of Commissioning Group.

Sheryll Murray MP

Mrs Murray has indicated that Jeremy Hunt is still intending to come to a meeting in Cornwall at some time.

Feedback from East Cornwall PPG meeting :

Ruth Colrein and Sheila Mullins attended the meeting but did not find it the most helpful of meetings. There was some dispute as to whether the PALS office had closed but as detailed above the PALS office has closed although there is still an office available at Derriford and for mental health issues.

The issue of the fracture clinic at Liskeard Community Hospital was raised again although there was no further information available. The new 111 telephone system is still to go ahead but not yet.

There is no budget available for PPG's but the practice would re-imburse members expenses if agreed in advance but neither Ruth or Sheila wish to claim any expenses, we are grateful to them for attending the meetings.

AOB :

The adverse report on issues relating to Derriford hospital was raised, it was pointed out that the events in question had happened some time ago and that steps were taken to avoid such problems in future. Derriford is a huge hospital treating many thousands of patients each week and it also has a policy of reporting all events which is not the policy at all hospitals.

Provisional date of next meeting : 12th September 2013 @ 18.30

A suggestion was made that someone from the Dispensary be asked to come to the meeting. The drugs bill for the practice is over £1.25 million pounds.