



MINUTES

Patient participation group

15.9.23



**THIS IS NOT A FORUM FOR INDIVIDUAL ISSUES OR
COMPLAINTS**

- **Apologies for absence**
4 members gave their apologies.
- **Welcome new members.**
We were pleased to welcome a new member to the PPG - MD
- **Umbrella PPG News**
Please see attached last meeting report from the Umbrella group that JW attended – thank you JW. In the National GP Survey 2023, Rosedean Surgery was rated in the top 14% of all Practices in England, Old Bridge Surgery, Looe was 26% and Oak Tree Surgery 62%. Nationally 71% of patients gave their GP surgery an overall score of good. Across Cornwall the average was 79%.
- **Minutes from previous meeting – matters arising and accuracy.**
 1. Recycling of inhalers – enquiries will be made and update at next meeting
 2. Dispenser shortages due to Covid combined with annual leave. Some supplier issues with medication. Patients on six months repeat medication need to be told sooner to book review by Pharmacies before meds run out.
 3. All clinic templates being reviewed and will be added to our clinical system six weeks in advance – this will aid booking of appointments. We are aware that there is a shortage of appointments which is why we have conducted a review.
 4. JW can support Julie Alexander with the walking group.
 5. Minutes signed off and approved.
- **Dementia Friendly Practice**
Sarah Arundell, Admiral Nurse, attended a meeting at the Practice about her role and will attend a PPG meeting to discuss her role in full. She is involved in the Supported Ahead Programme (**SAP**). The Supporting Ahead Programme (**SAP**) has been developed to support carers and family members of people with a dementia diagnosis during their stay in an acute setting.

ROSEDEAN HOUSE SURGERY



- **PPG constitution and terms of Reference**
Not discussed but to be resent out with the Minutes as the last version was not reading correctly.
- **Flu / Covid Vaccination Programme 23 / 24**
Flu clinics booked week beginning 25/9/23 onwards. 900 vaccinations first week, 300 vaccinations 2nd week with both Covid & Flu clinic on 7th October. To record both vaccinations we must use two separate clinical systems, Flu on our own clinical system and Covid on a national system called Pinnacle.
- **PPG feedback on Practice building expansion plans**
The attached leaflet was discussed. Decant site concerns over parking – Cattle Market can still be used and there is disabled parking onsite. Would be helpful for a small site map at the entrance of Graylands, good signage. The building will have to meet infection control standards. Graylands was built by Henry Rice who built Rosedean Surgery. Important that information regarding the decant is relayed to outlying villages.
- **Practice Newsletter**
These are published on our website www.rosedeansurgery.co.uk. Please see attached our newsletters for September and October which are also available in hard copies in the Surgery. There is an easy read version available on request.

AOB

- JW reported our phones are failing. Patients are holding on for a long time. Number in the queue needs to be earlier in the phone message. Practice Manager confirmed we are actively seeking a new telephony system.
- The Practice has completed an audit of patient contacts with the Practice. 20% of our total patient population contact the Practice more than 12 times a year and one patient were noted to have contacted the Practice at least 150 times.
- After 44 years working in the NHS our Practice Manager, Liz, is retiring from her role. We are currently recruiting her successor and will update you when we have more information.

Date of next meeting

Friday, 17th November at 2.00 pm, the Eliot Hotel, Liskeard.