

ROSEDEAN HOUSE SURGERY PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON 10th MAY 2022 at the Eliot Hotel, Liskeard

Present: 8 Members, Liz Delbridge, Practice Manager and Toni Graves, Deputy Practice Manager.

Apologies: 7 members

Due to the current Pandemic this meeting was held in the large function room at the Eliot Hotel to allow for social distancing.

Liz began by welcoming everyone to the meeting, particularly a new member CT. Names of those that could not attend were taken.

MINUTES FROM LAST MEETING

These were approved.

MATTERS ARISING

Greener Primary Care: Inhalers – there is hopefully an inhaler recycling option in the Autumn. Pilots elsewhere in the country have been running and our CCG are looking to implement something locally. Terracycle – enquiries to be made regarding local drop off for blister pack packaging

Covid Vaccination Boosters: To be run locally at the Liskeard Methodist Church for the over 75's. There is a national system called Pinnacle which records every Covid vaccination that is given. The covid vaccine given at Liskeard Methodist Church is Moderna.

PATIENT ACCESS – STATISTICS

We felt it would be useful to provide a 12-month snapshot of contacts we receive via our Surgery website www.rosedeansurgery.co.uk The areas mainly used were as follows:-

Ask Reception a question: 1047 requests

New patient registration: 818 requests

Register for online services: 552 requests

Change of name or address: 146 requests

Patients can submit clinical data such as sick / fit note requests, medical report requests, blood pressure reviews and can cancel appointments.

CW raised that there were no means to make an appointment and commented that the website was not helpful. He found emailing directly the Rosedean Surgery email address was by far the quickest way to receive a response. Unfortunately, GP Practices do not have a say in which website they use as this is provided by the NHS. However, our PCN is currently reviewing websites as improvements are being made and we will feedback his comments.

Booking appointments online is difficult because there are now several different clinicians alongside GPs who see patients for many different things. To get a system to navigate all the appointment variations will be difficult.

eConsults have been a very useful tool – particularly during the last two years – and have provided a safe way of filtering what medical issues need to be seen and what needs to be dealt with quickly.

However such clinical systems are constantly being improved and developed and our Primary Care Network are investigating other options to provide an even better patient service.

We have a designated member of staff who oversees all website queries, and all our patient advisers are training to direct information to the most appropriate person to deal with queries or information. Olivia will attend a future PPG meeting to provide further information.

All patient emails are scanned onto patient medical records and tasked to the most appropriate clinician to deal with any query.

In summary, there are very many ways that patients can access services. It was agreed that a patient leaflet to explain all available online services and how to access them, particularly for new patients, should be developed.

Menopause Service

Our Primary Care Network have commissioned a local service. This is being led by Dr Jane Davis who is one of the UK's leading menopause doctors. You can ask your GP to be referred or can self-refer. The menopause doctor will see you within a virtual group consultation. After the appointment patients receive a personalised treatment plan and details are sent back to the GP. The Bia Care team are available Monday – Friday 9.00 – 18.00 and can be contacted on 0203 488 8536. Outside of these hours, their email address is biacare.eastcornwall.menopause@nhs.net

Targeted Lung Health Checks

Local people in Cornwall are being invited to take up the offer of a free NHS lung health check. It is being offered to people aged 55 – 75 who are current or former smokers and at greater risk of lung cancer. Those eligible will be sent a letter to invite them for a Lung Health Check. This programme is initially being piloted in East Cornwall, working with Royal Cornwall Hospitals and Plymouth Hospitals Trust. Initially patients will have a telephone screening appointment and may be invited to attend a mobile CT scanning unit for a follow-up diagnostic test. It is hoped that a mobile CT unit will be sited in Westbourne Car-park, Liskeard from July – September 2022.

Dispensary Medication Letter

With the help of patient CT, we have developed a letter to give to patients when we cannot provide them with their requested medication which informs them what action the Practice is taking to obtain and provide it. CT explained that he had a 14-mile trip to collect medication and sometimes had to make several trips because there was no explanation when his medication would be available. Delivered medication also did not leave any indication when medication was not available why it was not and when it would be provided. Therefore, we now have 3 options on the letter as follows:-

1. We have your medication on order and will contact you when it is ready for collection
2. We have your medication on order and will deliver it to you when we have it. Please contact us to confirm that you will be present on delivery as medication cannot be left unattended
3. We are unable to supply your medication. Please contact us for a prescription to take to another Pharmacy.

It was suggested that patients could be emailed the letter if there were medication supply issues.

NHS APP – If patients use this to order their medication, there is a box (notes for GP) where you can add requests or information i.e. I need a repeat pack of rescue medication.

Representation on PPG Umbrella Group

If anyone would like to represent Rosedean, please can they contact Liz Delbridge.

The group meets monthly and consists of a PPG member from all 7 Practices in East Cornwall Primary Care Network.

Ear Wax Removal NHS Kernow Review

NHS Kernow and Healthwatch Cornwall have completed an extensive review of this service as it is not provided by General Practice as part of their General Medical Services contract. It has been concluded that current provision for ear wax removal is inadequate and should be considered a priority.

A project team is now looking at pathway development to include access criteria for this service. We will update the PPG when we have more information.

Update on Practice Staffing

During the last couple of months, we have had a significant number of staff off sick due to Covid and this has put pressure on our clinical provision. However, we are pleased to say that staffing levels have improved. Since our last meeting we have also employed a new GP, Dr Liuda Berezniak, who will be working Mondays and Tuesdays in the Practice. Some patients may recognise her as she was a trainee with us and having successfully qualified, has accepted a permanent role as a Salaried GP.

AOB

- Exercise groups for respiratory patients –it was raised that elsewhere in the county, a Practice was proactively recommending patients to join Breathers groups and exercise regularly. Liz and Toni said they would take this back to the Partners.
- Plans for building expansion – these are still in the early stage, but progress is being made.

Date of next meeting: Tuesday, 2nd August at 4 pm at the Eliot Hotel, Liskeard. This will enable us to socially distance when we meet.

Any agenda items please email rosedean.surgery@nhs.net