

ROSEDEAN HOUSE SURGERY PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD ON 28th SEPTEMBER 2020

Present: 2 Members, Dr Penny Atkinson and Liz Delbridge, Practice Manager.

Apologies: 10 Members

Due to the current Pandemic this meeting was held virtually on Microsoft Teams.

Liz introduced Dr Penny Atkinson who talked about her role as Clinical Director for East Cornwall Primary Care Network.

East Cornwall Primary Care Network (PCN) comprises of 9 Practices across East Cornwall. All Practices are contracted to be part of the PCN. The vision is that patient care is centred around the PCN.

The PCN help develop services locally such as cancer and medication services, social prescribing and enable Practices to work at scale and collaboratively. There are financial rewards available that means the PCN can employ additional staff such as Pharmacists, Physicians Associates and Paramedics to support Practices.

As Clinical Director Dr Atkinson is also part of the Integrated Care Association North (ICA) Board which is a body made up of providers across all sectors for health and social care. This looks at what populations need, care closer to home - community care post hospital admission as an example. There is a lay post on the Board. Dr Atkinson usually attends this one day a week and the aim is to get the best care and services we can for people in our area.

We have collaborated with five other PCN locality Practices to help segregate routine work from Covid. Using the Minor Surgery room at Liskeard Hospital we have established a "Hot Hub" whereby each Practice has a rota slot and see suspected Covid patients from each other's Practices using shared IT solutions. This has been provided through PCN funding.

The added cohort of 50 – 64-year-old patients for flu vaccination will be a challenge and we are working on a Cornwall wide approach to this with a drive through flu clinic for all 9 Practices.

The PCN are also looking at a Liskeard / Looe Home visiting Service.

As a Practice we are hoping to erect a temporary solution in the Courtyard outside to provide shelter for patients whilst they wait for their appointments or medications.

Umbrella Group Update: PC updated on what they had been discussing. Test and tracing – those with symptoms can be tested at Wadebridge or Launceston. Patients awaiting surgery must have a Covid test prior to their planned surgery at Derriford. It was queried why the patient's local GP could not do the test at their surgery. It was a struggle for elderly patients to have to go up to Derriford for testing, particularly those in nursing or residential homes. Dr Atkinson said she will take this forward.

PC also mentioned the work of Neighbours Together who as volunteers support vulnerable patients to remain independent. She would like to see local surgeries and the group work more closely together. Dr Atkinson agreed that we need to collaborate as it is good for patients to remain as independent as possible for their own wellbeing.

Patient Survey: This had been discussed at our last PPG meeting in January and amended following feedback. It was felt a good opportunity during Flu Clinics to distribute it with patients asked to return it to the Practice at their own convenience. It will also be added to our website with the facility for patients to complete and return electronically. A copy of the survey will be added to these Minutes. The survey will run for at least two months.

Flu update: Vaccines for the over 65 patient group and eligible children have just arrived in the Practice, and we will shortly start vaccinating our care homes and housebound patients. The under 65 eligible patient vaccines arrive at varying times throughout October and November.

Due to Covid it is not possible for us to hold all our flu clinics at the Practice. We have organised community clinics in St Cleer, East Taphouse, Menheniot and Liskeard Methodist Church and will send out invitations to eligible patients in both over 65 and under 65 patient cohorts in due course. Those patients aged 50 – 64 who have been added to the vaccination scheme this year will be vaccinated when we have received further guidance from the Department of Health.

New staff: We have appointed a Nursing Associate to the Practice called Kareena Parkes. This is a new role and Kareena is one of the first to have achieved this qualification locally. A Nursing Associate role lies between a Practice Nurse and Health Care Assistant. Kareena is registered with the Nursing Midwifery Council and can cover most of the work of a Practice Nurse except childhood immunisations and some injections.

We have also appointed Rachel Johnson as Diabetes Specialist Nurse. Rachel is a very experienced Nurse Practitioner and comes to us highly recommended. Rachel was a member of the Rosedean team previously about 13 years ago and some of you may remember her.

Any other business: Our medication delivery service seems to be going well with driver Ronnie McNeill. It is a free service to housebound and vulnerable patients who now have regular contact with a friendly face from the Practice who can report back any concerns to us if appropriate.

Next meeting: Unfortunately, in the current Covid situation we cannot meet face to face. Liz, Practice Manager, will send out a Microsoft Teams invite for our next meeting in due course.