

**ROSEDEAN HOUSE SURGERY PATIENT PARTICIPATION GROUP  
MINUTES OF MEETING HELD ON 16<sup>th</sup> JANUARY 2020**

**Present:** 15 Members and Liz Delbridge, Practice Manager

**Apologies:** 6 Members

**Minutes from meeting 7<sup>th</sup> November 2019:** These were agreed as a true record.

Liz introduced Fiona Percival who is an Advanced Nurse Practitioner with 30 years' experience as a Nurse, Practice Nurse and Ward Manager. There is a national shortage of GPs and her role at Rosedean is to support the GPs by seeing patients in the Acute Care Hub and easing the pressure on the GPs at the Surgery. She is also able to carry out mental health and chronic health reviews. Fiona mentioned a blood test machine (Centrifuge) which she has seen being used in another Practice which would mean that blood could be taken over a longer period as at present blood is collected by Courier who leaves at 12.00. Fiona also mentioned an App in connection with COPD which Michael will discuss with the Practice. She was thanked by Liz for giving her time to speak to the PPG.

**Umbrella Group Update:** SM had attended a meeting of the Umbrella Group at the Eliot Hotel which is where future meetings will be held between 2 pm – 4 pm every other month, the next meeting being on the 12<sup>th</sup> of March. They are keen to have a representative from each Practice but are finding this difficult to achieve. There was discussion regarding the new GP contract which came online in July 2019 and required General Practices to form into groups called Primary Care Networks (PCN's). Whilst extra funding is available for certain posts, this is conditional on a new person being recruited into the role. As Devon and Cornwall have a workforce crisis in these posts we will once again be disadvantaged. The Umbrella Group have drafted a letter expressing their concerns and a copy of this and details of the new contract are attached to these Minutes. This is a very important issue and will be discussed at the next meeting. PC has agreed to go to the next meeting. SM was thanked for all the time and effort she had given to attending the meetings for so long.

**Staff Changes:** More dispensers have been recruited. A virtual Diabetic Clinic with a Diabetic Specialist Nurse has been held. Dr Sarah Bray is on a maternity leave. All receptionists are now in post.

**Practice Statistics:** In 2019 from April – June there were 1500 GP appointments available and from July – Sept 1848. 7% of appointments patients did not attend but overall patient bookable appointments rose. It was felt that it would be helpful to put a newsletter with up-to-date information about the Practice with prescriptions.

**CQC Update:** There may be an inspection in the next six months because of the change of Practice Manager. Rosedean will be informed two weeks in advance of the visit.

**Patient Survey:** Suggestions were made that the question about longstanding illness should also ask what the condition is. The question "do you have a disability" should also ask if accessibility is an issue. It was felt that there should be a question about the Dispensary. The questions about receptionists should also mention that they are called Patient Advisors.

**Website changes:** Footfall is much more user friendly and will look different from “My Surgery” website but is better.

**LIVI:** CW spoke about LIVI which is based on a mobile phone downloaded App. It is complicated to start and Chris has offered to set up a training session.

**NICE – Public Involvement Programme:** Details of this are attached to these Minutes.

**Prescribing – Online Ordering:** There are some issues in the Dispensary at the moment and there are still some delays in preparing prescriptions. Dawn will arrange for a laptop to be available if anyone felt able to teach patients online ordering.

**Building Works:** Work has started in the reception area, some data cables caused a problem but this is hopefully resolved. In the Acute Care Hub the glass doors are to be removed and the current room with the curtain is to be extended. Consideration is being given to move the entrance door from its current position, alterations to the Dispensary hatch and a system to prevent queues at the entrance door.

**Signage:** This is an issue and Liz is aware this could be improved.

**Date of next meeting: Provisional date of next meeting Thursday, 12<sup>th</sup> March 2020 at 18.30**