

ROSMELLYN SURGERY
 ALVERTON TERRACE, PENZANCE, CORNWALL, TR18 4JH
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Rosmellyn Patients' Forum

The meeting of the Rosmellyn Patients' Forum took place on 3rd April at 1900 in the Beachfield Hotel. The following attended:

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| Jerry Betteridge | JB |
| Liz Berryman | LB |
| Jayne Hocking | JH |
| Julie Trist-Parker | JP |
| Liz Woodworth | LW |
| Graham Woodworth | GW |

Apologies:

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|--------------------------|----|----------|
| Chris Gendall | CG | E-Member |
| Sue Harrison | SH | |
| Heather Taylor-Nicholson | HN | |

Minutes of the meeting are as follows:

| <u>Item</u> | <u>Minute</u> | <u>Action if Applicable</u> |
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| 01-01/12 | Welcome & Introductions JB welcomed all attendees. Apologies were announced. All introduced themselves. | |
| 02-01/12 | Chairman/Secretary – no bids to take over the baton as yet. | |
| 03-01/12 | Communication – all agreed that email communication working well, and asked to ensure not to use “reply to all” unless intended. | ALL |
| 04-01/12 | Representation - Agreed to try to increase the membership, especially by younger people and those from any minority. | ALL |
| 05-01/12 | Projects: - <u>Information screen in the waiting room</u> – JB has quote which needs refining but at C£2K is not affordable at present. Discussed using either savings money from incentive schemes via PCT or possibility of “friends group” fund-raising. Keep under review. - <u>New patient joining briefing</u> – has been completed and is now being distributed to patients. - For the future, GW proposed <u>Commissioning briefing</u> ; JB agreed to look at it at end of year once CCG plans have crystallised. | JB JB |

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| 06-01/12 | <p>Patient Survey</p> <p>The principle subject on the agenda was a review of the Patient Survey. Overall a strong indication of satisfaction with 89% of patients declaring us as “good”, “very good” or “excellent” which is an improvement from 86% last time. Apart from 3 aspects, all scored over 70% or more and were above the national mean.</p> <p>Focussing on the less good aspects, three areas were identified which, whilst above the national mean score, were lower than the rest of the surgery assessments: telephone access (65%), to see practitioner of choice (64%), and waiting time (61%).</p> <p>The telephone consultation system was the source of a majority of adverse comments as well as being less well scored. Despite having 8 lines into the surgery and 3 receptionists on duty at peak times, the system was frustrating for some and misunderstood by a majority – this despite widespread publicity. Discussion ranged over the subject and returned to the lack of understanding by most patients, dislike of discussing details with receptionists and having call-back whilst at work for some people.</p> <p>Having discussed, again, the rationale for the system (better use of care resources, focussed care paths, quicker treatment) it was agreed that we should look at a number of solutions to these issues including improved information on the call holding messages, use of information screens in waiting room, more publicity on the nurse skill base and running another small survey in the surgery homing in on the phone system.</p> <p>The other two “less good” areas were waiting time and the ability to see the practitioner of choice. It was agreed that neither of these were either reasonable complaints or realistic to address.</p> <p>It was agreed that JB would send a post-survey action plan template to all members so that the above matters can be formalised and any new ideas debated.</p> | <p>JB</p> <p>ALL</p> |
| 07-01/12 | <p>Date of next meeting is 3rd July 2012 at 1830 in the Beachfield Hotel</p> | <p>ALL</p> |

These minutes are a public record of the meeting and will be promulgated in in the waiting room once approved.

Signed on original

J T Betteridge
Chairman
Rosmellyn Patients' Forum