

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 24th January at 1730 in the Beachfield Hotel. The following attended:

Jerry Betteridge	JB
Liz Berryman	LB
Liz Woodworth	LW
Graham Woodworth	GW
Sue Harrison	SH

Apologies:

Jayne Hocking	JH
Chris Gendall	CG
Julie Trist-Parker	JP
Heather Taylor-Nicholson	HN

Minutes of the meeting are as follows:

<u>Item</u>	<u>Minute</u>	<u>Action if Applicable</u>
01-01/12	Welcome & Introductions JB welcomed all attendees. Apologies were announced. All introduced themselves. CG admitted as e-member.	
02-01/12	Chairman/Secretary – JB agreed to act for now but it was agreed that another member would take over in due course for 6 months trial period.	ALL
03-01/12	Frequency of Meetings – all agreed that 3 monthly regular meetings in the Beachfield at 1900 were preferred. Additional meetings could be called ad hoc.	ALL
04-01/12	Communication – all agreed that email communication preferred and that sharing of email addresses acceptable although these should not be disseminated more widely.	ALL/JB
05-01/12	Representation <ul style="list-style-type: none"> - Current group whilst welcome is not representative of the wider population being all in the upper half of the age group(!) It was agreed to continue to try to recruit more members and especially from the younger age group, the disabled and those with younger children. Nonetheless, given that all patients have been invited, the members who volunteered and were present should not be afraid to express views robustly on behalf of the whole. - it was agreed that the group would be involved in the 	

06-01/12	<p>review of non-clinical, anonymised complaints from other patients where a broader view was appropriate.</p> <ul style="list-style-type: none"> - Members should actively seek the views of other patients and to bring experience of other surgeries where it would be of benefit. <p>Projects:</p> <ul style="list-style-type: none"> - Access to services and communication with patients thus allowing good, informed care is the aim. To that end every effort should be made to achieve the highest standards of communication via all methods and to encourage response. (NB the surgery has a website, <i>facebook</i>, sends emails to those addresses known, and publishes periodic newsletters). - It was suggested by LB that the surgery consider an information screen in the waiting room. - It was thought that the new patient joining briefing was not as good as it could be. JB agreed to put together a new brief to be added to the Surgery Leaflet. To be checked by all. - Patient Leaflet to be emailed to members - For the future, consider social meetings to include briefings on topics of interest. - Access Surveys – two patient surveys undertaken and the results of the second due mid March. First showed preference for evening and Saturday extended hours access. Results of second survey to be assessed in due course. Recent change to Thursday pm and Sat am proving popular. 	<p>ALL</p> <p>ALL</p> <p>JB</p> <p>JB/ALL</p> <p>JB</p>
07-01/12	Date of next meeting is 3 rd April 2012 at 1900 in the Beachfield Hotel	ALL

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

Rosmellyn Patients' Forum Ground Rules

The ground rules outlined below were agreed for our conduct as a group. They may be amended in due course by agreement.

- The meeting is not a forum for individual complaints and single issues.
- We advocate open and honest communication and challenge between individuals.
- We will be flexible, listen, ask for help and support each other.
- We will demonstrate a commitment to delivering results, as a group.
- Silence indicates agreement – speak up, but always go through the chair.
- All views are valid and will be listened to.
- No phones or other disruptions.
- We will start and finish on time and stick to the agenda.

Rosmellyn Patients' Forum Terms of Reference

The terms of reference outlined below are drawn from a National guideline for Patients' Groups and were unanimously agreed for adoption by Rosmellyn Surgery Patients' Forum. The Forum will:

- contribute to practice decision-making and will contribute to discussion about service development and provision;
- communicate change to the wider community;
- provide feedback on patients' needs, concerns and interests and challenge the practice, constructively, whenever necessary;
- serve as a 'safety valve' for dealing with generalised grumbles and complaints about the practice;
- represent patients views, whilst also helping them to understand the practice's viewpoint;
- assist the practice and its patients by arranging or assisting voluntary groups and support within the community;
- communicate information about the community which may affect healthcare;
- develop a method of communicating with the wider patient list to enable the group to air their views;
- give patients a voice in the organisation of their care;
- promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine;
- influence the provision of secondary healthcare and social care locally;
- monitor services, eg hospital discharge and support when back in the community;
- give feedback to NHS trusts on consultations;
- fundraise for medical equipment or other facilities to improve the practice and/or fund the activities of the PPG;
- liaise with other PPGs in the area.

This list is neither exclusive nor mandatory and may be amended at any time subject to the agreement of a majority of the group.