

ROSMELLYN SURGERY
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Rosmellyn Patients' Forum

Minutes of the Meeting held on 15th January 2013 at the Beachfield Hotel

Present:	Jeremy Betteridge (Chair)	JB	Patti Evans (Secretary)	PE
	Liz Berryman	LB	Jayne Hocking	JH
	Primrose May	PM	Julie Parker	JP
	Tracey Phillips	TP	Jan Shearn	JS
	Barbara Whittaker	BW	Elizabeth Woodworth	EW
	Graham Woodworth	GW	Jackie Wardle	JW

**ACTION
BY**

Apologies: Catherine Savage, Malcolm Lawrence, Sue Harrison has resigned, Heather Taylor-Nicholson has not attended for a year, JB to confirm with her that she has resigned.

JB

Introduction.

JB introduced the purpose of the panel which is to pursue issues that concern patients and make it easier for people to understand what the surgery can provide and what cannot be provided due to limited resources.

Patient Survey.

JB requested suggestions from around the table for questions to include in the patient survey, as he would like to run the survey again during February/March this year. Whereas the National Survey has targeted a random selection of patients who may not necessarily have used the service, the surgery survey focuses on patients who have used the service and he felt that it was good for clinicians to have individual anonymous feedback. JB pointed out that the results of the survey were acted upon, for example the surgery hours had been altered to meet patient requirements. Despite the frequent mail shots he sends to all patients it would appear that some patients don't understand the appointment system, which is in fact very good and does ensure that all patients get an appointment which suits them. Some discussion ensued regarding the method of delivering the survey and mail shots.

ACTION: All members of the panel to look at the survey and feedback their suggestions to JB

ALL

Continuing the discussion PM raised the issue of the repeat prescription page of the website only working with Internet Explorer, other members had found that it worked with alternate browsers. JB told those present that he had not had a great deal of feedback regarding redesigning the website, he felt there was a balance to be maintained between a redesign and the fact that he currently had a great degree of control and the ability to make changes almost instantly. Members felt that outweighed the idea of redesign. LB was concerned that the chairs in the waiting room should have two arms in order to facilitate use by disabled persons. JB said he would look into this.

ACTION: JB to look into the matter of providing at least some chairs with two arms.

JB

KCCG PPG

JB directed those present to look at the website where there is lots of information, contact numbers, and contact email addresses. (See below for further info)

NAPP Website.

There is at present no password available. JB has emailed to request this information,

but as yet has had no response.

GP Commissioning update

The Kernow Clinical Commissioning group has just been approved as fit for purpose. Unfortunately the Doctors serving on the group are too busy to visit the various meetings of patients' panels but all news is accessible via their website <http://www.kernowcc.org.uk> where all members of the commission will answer questions. Now that the group has been passed as fit for purpose the Board meeting minutes will be on public record. There are seven groups within Cornwall, Penwith being one of these. All Doctors and Managers will be participating in discussions. One result of discussions is that Treliske hospital has been forced to release funds for West Cornwall Hospital.

A discussion ensued on the role of community nurses who fall under the Peninsula group and it was acknowledged that some issues need addressing but JB assured members present that the surgery is working closely with the community nurses to ensure excellent services are available.

Out of Hours GP Issues

The organisation that holds the contract will now be overseen by the KCCG and penalties will be imposed if they are not meeting the contract. JB felt that the press both national and local had inflated the facts regarding the lack of service. It was felt that the service was adequate but not ideal.

Distinguishing drugs.

PM was concerned that no two lots of generic medicines dispensed were recognisable as being the same drug. She felt that this could cause a great deal of confusion for the patient, particularly if they were elderly. She asked whether the surgery had any control over this issue. JB said that patients could request a dosette box from the pharmacy where pills were ready sorted for them, but this service is expensive. Basically the surgery has little or no control over the dispensation of generic medicines and their source. JB suggested that the Prescribing Panel of the KCCG would be the place to air this issue and suggested that PM contact the Patient Group of the KCCG.

PM

NHS 111 number

This number will be taking over from NHS Direct on 19th March this year. There was concern that the telephones would be manned by non-medically qualified staff but those present were assured that clinicians would be available if the problem merited their intervention.

Any Other Business

- JB is happy to have input into the website if any member has any particular link they would like included e.g. to support groups for various ailments. He suggested that Patient.co.uk and NHS Choices websites were also good sources of information.
- GW wondered what would have happened if the weather had been inclement on the days that the flu jabs were given, as people had been queuing outside the surgery. JB and JH assured him that space would have been found for people to queue inside the surgery. An astounding 500 people had had the injection on each of the days the surgery had held.
- It was noted that on arrival at the surgery if a patient used the automated log in a message was given as to whether the particular Dr/Nurse was running on time. There was a query as to whether those people who preferred to check in with the Receptionist would get a similar message. JH said that this should happen as systems were in place.

The next meeting will take place on Tuesday 26th March 2013 at 6pm at the Beachfield Hotel. Will members please give JB agenda items in good time.

