

ROSMELLYN SURGERY
 ALVERTON TERRACE, PENZANCE, CORNWALL, TR18 4JH
 Tel: 01736 333939 Fax: 01736 361009

Rosmellyn Patients' Forum

The meeting of the Rosmellyn Patients' Forum took place on 3rd July at 1830 in the Beachfield Hotel. The following attended:

Tracey Phillips	TP
Liz Berryman	LB
Jayne Hocking	JH
Julie Trist-Parker	JP
Liz Woodworth	LW
Graham Woodworth	GW

Apologies:

Jerry Betteridge	JB	
Chris Gendall	CG	E-Member

Other members:

Sue Harrison	SH
Heather Taylor-Nicholson	HN
Primrose May	PM

Minutes of the meeting are as follows:

<u>Item</u>	<u>Minute</u>	<u>Action if Applicable</u>
01-07/12	Welcome & Introductions Jane welcomed all attendees. Apologies were announced. All introduced themselves.	
02-07/12	Chairman/Secretary – GW acted as Chair and Secretary for the meeting Post Meeting Note. New work commitments will not allow GW to act in this role for the future Reviewed Minutes of last Meeting.	ALL
03-07/12	Projects: - <u>Information screen in the waiting room</u> – The waiting room has been measured and it was decided that 2 screens would be required to facilitate good viewing from most areas. This can only be done when funds are available This led on to a discussion regarding the purpose of this group and it was agreed that it would not undertake fundraising activities	ALL JB

04-07/12	<p>- Commissioning briefing if possible for our surgery but with invites to other local surgeries.</p> <p>Post meeting note: There was a briefing by the local commissioning team at the Penzance OneStop. If no members were able to attend then we could either ask for a copy of the presentation or request they come and present to us on another occasion.</p> <p>Items arising</p>	GW (will approach for a copy of the presentation if requested)
05-07/12	<p>Chairs in the surgery:</p> <p>A review of the chairs was recommended to ensure that there were suitable chairs for the elderly or those with difficulty in moving from the standing position to the seated and back again.</p>	JB
06-07/12	<p>Signposting of Help</p> <p>The local PALS organisation had provided information on the signposting of help with various problems and conditions. The surgery is a useful place to provide signposting for many different services and organisations. This could then be supplemented by the screens when they become available. It would be useful to get some advice from the PALS organisation regarding this.</p>	JB
07-07/12	<p>Newsletter</p> <p>Include details of the RPF</p> <p>Check if the newsletter is signposted within the surgery etc</p> <p>Reiterate the appointment system and the availability of the staff to answer phone calls THROUGHOUT the day. Emphasise that not only do we have excellent doctors but other specialist nurses who can also provide initial help and advice. Appointments on the day are always available if the situation dictates.</p> <p>Inform and seek feedback on the Thursday late surgery and the Saturday surgery when there are 2 doctors available.</p> <p>Provide for an option to opt in or opt out for email correspondence</p> <p>How to make the most of the distribution of the newsletter – the cost of a full GPO mailing is quite considerable and could the cost be used more effectively elsewhere. Make more use of emails; include with other large mail outs such as the flu jab and provide copies within the surgery.</p>	JB

08-07/12	Review the telephone holding message This is an ideal opportunity to provide useful information regarding the surgery appointment system	
09-07/12	Date of next meeting is 23 rd October 2012 at 1830 in the Beachfield Hotel	ALL

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

Rosmellyn Patients' Forum