

ROSMELLYN SURGERY

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Minutes of the meeting of the Rosmellyn Surgery Patients' Panel at the Beachfield Hotel on 12 November 2013 at 6pm

**ACTION
BY**

Present: Jeremy Betteridge (JB) Chairman Patti Evans (PE) Secretary
Liz Berryman (LB) Malcolm Lawrence (ML)
Primrose May (PM) Julie Parker (JP)
Jan Shearn (JS) Graham Woodward (GW)

Apologies: Tracey Phillips, Barbara Phillips, Jayne Hocking.

1. Introduction.

JB welcomed members to the meeting and thanked them for coming. He told them that he had invited two local Pharmacy managers to the meeting and hoped that they would attend.

2. Vanessa Robinson (Manager Hamers Chemists) and Joy Kean (Manager Fields Chemist).

JB told those present that the new Electronic Prescribing system had finally been put into place. It had been agreed by all participants and would be starting shortly. The idea was that every doctor in each surgery would post prescriptions onto a government website (the spine) marked for collection by a patient's nominated chemist. Each chemist would have a special key card and password and be able to collect prescriptions nominated for their collection throughout the day. This would take the place of the manual collection from every surgery twice a day thus alleviating both manpower and costs and patient waiting times. If a doctor prescribes for a patient during a visit the prescription will be with the chemist quicker than the patient can walk to the chemist to collect it. Alternatively the patient can take a token to any chemist of their choice which will allow the chemist to access that particular prescription. PM had some concerns regarding security, but JB was able to reassure members of the panel that the new system would be more secure than the present system. It would be much more secure, efficient and cost effective. Controlled drugs will not be prescribed through the spine. PE asked whether there was a contingency plan in case the website crashed. JB said that Truro was already using this system and any glitches should be ironed out before Penzance would come online.

ML reported that he had had difficulties with items of his prescriptions being out of stock and that he had had to go to Boots in Hayle on some occasions. Joy Kean said that there was now a new stock system in place which identified items that regular clients were using and that they should be in stock at all times. PM said she had not signed up for managed repeats as her requirements could be spasmodic at times. Vanessa Robinson outlined the managed repeat system and said that the system suited people who are on regular repeats. However, those who needed items on an irregular basis were not suitable to be signed up. A further short discussion ensued where members of the panel asked about the same drugs coming in different packaging and the Managers explained that once out of patent the drugs became generic and that explained the changes.

JB thanked the managers for attending.

3. Minutes of the previous meeting.

Test Results. JB told the members that he had reported the panel's concerns back to a practice meeting and after some discussion it had been found that there were inconsistencies in the way various members of the practice handled this subject. As a result a standard procedure has been adopted. PE said that a personal experience

had brought home the fact that more training was needed for admin members when communicating with patients. JB asked her to email him the circumstances.

ACTION: PE to email JB with details of the circumstances.

PE

Poltair Hospital Consultations. Three members of the panel had attended the consultation meetings. GW said the meeting he had attended wasn't very informative as it was really an Elderly Health meeting. There had been an update about what options are being formulated though the relevant committee have not as yet finished formulating the options and have not done any costings. One of the options was for a new build, but it was uncertain as to whether they could draw any monies down from capital funding. The final decision should be made during April or May. Meantime the timetable of future meetings is as follows:

11 Dec St Johns Hall Penzance 6-7.30pm

16 Dec WI Hall St Just 4-8pm

8 Jan St Ives Leisure Centre 4-8pm

15 or 17 (TBC) Jan Committee Room 1 One Stop Shop Penzance 4-8pm

Treatment of foreign residents. JB said that the surgery now has a list of eligible countries for free treatment and receptionists have been told to consult the list when any foreign resident attends surgery. LB said that the young man from Switzerland had finally received a bill from Treliske.

Patient Survey. JB said that he needs to get the survey started very soon and asked if anyone had thought of any burning questions to be added to the survey. If so could they email JB within two weeks of this meeting. As yet he hasn't had the draft survey but it will be concentrating on access issues and be aimed at actual users of the service. He hoped to get the survey out in January and have the results by the end of March.

ACTION: All members to email JB with their suggestions for questions to be included in the patient survey within 2 weeks.

ALL

Buddy System. JP has contacted the Coeliac Society who are very keen to offer mentoring, particularly to families who have children with Coeliac disease. Regrettably the Coeliac Society do not have any meetings within Cornwall but they had been very helpful and had sent a package of information direct to the surgery. J said she was very happy to let the surgery keep hold of the package and she volunteered to have contact from the newly diagnosed in whatever way the surgery wanted to take the issue forward. JB suggested she make herself contactable via email. GW said that when he had been approached to be a cancer mentor the first meeting would always be on neutral ground, such as the hospital or the actual surgery. GW to email more details to JP.

ACTION: GW to email more details about mentoring to JP.

ACTION: JB to take JP's offer to the surgery for consideration.

**GW
JB**

4. CQC inspections.

The surgery has signed to say they have agreed to keep to the standards of the CQC and have paid for inspections. Some surgeries within Cornwall have already been inspected. The inspectors are primarily looking at how patients receive care and will be talking to patients during their inspections. JB asked if any of the Patient Panel members could volunteer to be available at short notice. All present agreed.

5. Patient Participation.

LB said that she had talked to patients during the 'flu jab dates. JB said the surgery would be happy to have panel members sitting in the surgeries on a morning or afternoon talking to patients in the waiting room.

ACTION: All members to let JB know availability.

ALL

6. NHS111.

The system is not working at present and meantime patients should use the old NHS Direct number.

7. Any other business

GW said that the commissioning group are on a trial regarding joined up well-being for older people including befriending etc. JB said that reports were coming out of the USA which suggest that nothing works better than the support from family and friends. GW said that doing physiotherapy within people's homes is one idea being considered.

The meeting ended at 7.25 pm. The next meeting will be held on TUESDAY 18TH FEBRUARY AT 6PM AT THE BEACHFIELD HOTEL