

**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 23<sup>rd</sup> October at 1830 in the Beachfield Hotel. The following attended:

Jerry Betteridge	JB
Jayne Hocking	JH
Cathleen Savage	CS
Barbara Whittaker	BW
Pat Evans	PE

Apologies:

Tracey Phillips	TP	
Liz Berryman	LB	
Julie Trist-Parker	JP	
Liz Woodworth	LW	
Graham Woodworth	GW	
Chris Gendall	CG	E-Member

Other members not in attendance:

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>
01-10/12	<b>Welcome &amp; Introductions</b> Jerry welcomed all attendees. Apologies were announced. All introduced themselves.	
02-10/12	<b>Chairman/Secretary</b> – JB noted once again that he would continue to Chair but would appreciate another member of the group taking this role in the future. PE offered at this point to take over secretarial duties in the future, and her offer was much appreciated, and accepted.	<b>ALL</b> <b>PE</b>
03-10/12	<b>Reviewed Minutes of last Meeting.</b> (Due to the new members attending, a review of the background to previous items was conducted so that all were able to understand the context of the minutes.)  Items arising	
04-10/12	<b>Projects:</b> - <u>Information screen in the waiting room</u> – This remains subject to future funding.	<b>JB</b>

05-10/12	<ul style="list-style-type: none"> <li>- <u>Commissioning briefing</u> is unlikely for one surgery, and all are encouraged to attend any public meetings on the subject. Awaiting minutes of public meeting from GW.</li> <li>- <u>Chairs in the surgery</u>: provision of some chair arms for the elderly will be investigated by JB.</li> <li>- <u>Newsletter</u>; this is now distributed although the email version failed and will need to be sent again. Those who had received and read the newsletter thought that it was good.</li> <li>- <u>Review the telephone holding message</u>: remains subject to cost but will be done</li> </ul> <p><b>Patient Survey</b></p> <p>This was the main agenda item and was discussed at some length. JB explained the importance of the survey and emphasised that the surgery are keen to get feedback in this way on individual clinicians as well as other staff and the surgery as a whole. He said that there is an opportunity to add individual questions into the national survey template – it was agreed that the group would try to think of specific issues which may be appropriate for this. Previous survey to be sent to present members.</p>	<p><b>GW</b></p> <p><b>JB</b></p> <p><b>JB</b></p> <p><b>ALL</b></p> <p><b>JH</b></p>
06-07/12	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>- PE is involved in online diabetic support group and will email details to JB to include in website links.</li> <li>- JB encouraged all members to keep abreast of commissioning issues by using the web and public meetings wherever possible.</li> <li>- PE mentioned 38° which is a pressure group that is keen to support the NHS and it was agreed that it would be useful to know more about what their aims and objectives are.</li> <li>- BW mentioned a support group called Compassionate Friends which supports parents who have lost a child at any age.</li> </ul>	<p><b>PE/JB</b></p> <p><b>ALL</b></p> <p><b>PE</b></p> <p><b>BW/JB</b></p>
07-10/12	<p><b>Date of next meeting</b> is proposed as <b>Tuesday 15<sup>th</sup> January 2013</b> at 1830 in the Beachfield Hotel</p>	<p><b>ALL</b></p>

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

Jerry Betteridge  
Chair  
Rosmellyn Patients' Forum