

ROSMELLYN SURGERY
ALVERTON TERRACE, PENZANCE, CORNWALL, TR18 4JH
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Minutes of the meeting of the Rosmellyn Patients' Forum
Held at the Beachfield Hotel at 5.30 pm on 3rd November 2015

Present: Jeremy Betteridge (JB) Chair Patti Evans (PE) Secretary
Jayne Hocking (JH) Malcolm Lawrence (ML)
Elizabeth Woodworth (EW) Graham Woodworth (GW)
Jan Shearn (JS) Liz Berryman (LB)
Di Hillage (DH) Sharon Gall (SG)
Georgina Roberts (GR) Vicky Lidiard (VL)

ACTION

Apologies: Barbara Whittaker

1. **Welcome and introductions.** JB welcomed the new members who were joining the panel for the first time. Introductions were made all round. JB also thanked Liz Berryman and Jan Shearn for their help and support at the 'flu injection clinics that had taken place in October.
2. **Minutes of the previous meeting.** These were agreed as a true and accurate record.
3. **Website.** Most of the panel members have commented that the new format site is easier to navigate than its predecessor. JB said that he found it much easier to manage and update than the previous website. Also that the webmaster is most responsive and completes any requested alterations within a 24 hour period. JB is asked for links by various organisations and is able to add them easily to the surgery site in return for reciprocal links where appropriate. Members of the panel felt that the Facebook presence was not working as it was rarely updated and didn't generate many members. Various strategies were discussed and GR said she would ask a friend who is a professional PR person dealing with such strategies as FB to look at it and pass on some ideas as to how it could be better utilised.
4. **FFT reviews.** Rosmellyn has been using the reviews for some two years prior to them becoming mandatory. Feedback has been very good with 97% of patients saying they would recommend the surgery to Family and Friends in July and 95.7% in October. Discussion was centred around the fact that it could be difficult reaching people who did not use the surgery often, this meant that a small number of people were being asked regularly, which in turn caused some reluctance from the patient and in turn reluctance from the Reception staff to approach people. Suggestions included asking the Clinicians (including nurses and phlebotomists) to hand them out and putting links on the website enabling patients to fill them in electronically, perhaps when requesting repeat prescriptions.

GR

JB read out some of the remarks which had been made on the forms and stressed that he was open to investigating any problems provided the complainants had given a way to contact them.

A short discussion ensued regarding the triage system. PE said that the wording in the newsletter implied that appointments would only be at the Receptionists discretion. ML agreed that was the way he had read it. JB asked the members to let him know if they had any problems with the triage system.

5. **Phone system trial.** A huge increase in administration and bureaucracy has

resulted in a good deal of the Doctors' time being taken up, so the clinical staff need to build time into their day to deal with the increased load. It has eased the burden on the duty doctors to have the telephone calls redirected to a recorded message, between the hours of 12.30 to 13.30 (except Mondays when the hour is 13.00 to 14.00) and 17.30 to 18.00 to enable them to have some quiet time to deal with their administration. JB stressed the fact that the recorded message did instruct anyone with urgent issues to hold on and their call would be dealt with by a person at the messaging service who would immediately transmit details to the surgery and the person would be contacted as a matter of urgency.

6. **St Clare update.** A pre-planning meeting has been held with the planners at the Council and minor issues resolved. The surgeries involved remain engaged with the Council regarding the purchase of the land and the next stage is to go to the formal planning application. JB outlined the plans and told members that the three surgeries would retain their identities within the new building. Three large national pharmacy chains have expressed interest in taking on the lease of the pharmacy.

GR pointed out the need for wider parking bays for parent and children parking. JB noted this issue. There was a general feeling at the meeting that insufficient parking was available. JB said that there was little or no leeway in the plans. At present there was no parking at all available for any of the three surgeries, so any parking was an improvement.

GW suggested the plans could be submitted to Disability Cornwall who would give an assessment and report for a small cost.

The Consortium would be proceeding to formal planning application by the end of April and it was hoped that ground would be broken at the beginning of June.

7. **CQC inspections.** Inspectors are currently in the area and the surgery is expecting an inspection at any time soon. The inspections take place over one day and JB requested that panel members make themselves available to answer questions.
8. **Staffing issues.** JH reported that the new receptionist Sian Williams has started, along with two new registrars, Beth Hall and Rhianne Robinson. Rhianne will be going on maternity leave shortly. A former receptionist Lucy Chappell is undertaking Healthcare Assistant training and is doing very well. Dr Marshall will be taking partial retirement commencing on 4 December and return to work in January, doing 2 days only. His patient list will be adjusted accordingly.
9. **Penwith Integrated Care Forum.** GW had attended the first meeting and told members that a small victory had been won because the money generated by the sale of Poltair would be retained within the County. The lack of a chief executive for healthcare in Cornwall is causing budget difficulties which may be ongoing until a new chief executive is in post. There was to be a further meeting of the forum the day after this PPG meeting to formalise the constitution of the forum. GW is still uncertain that the Forum will fulfil it's purpose.
10. **Any Other Business.** ML is pushing for more services to be available at West Cornwall Hospital via video link.

JB once again thanked those present and in particular stressed how pleased he was to have new members who extended the age range of the panel and therefore made it more representative of the surgery users.

The next meeting will take place on 1st March. Venue and time to be confirmed.