

**ROSMELLYN SURGERY**  
**ALVERTON TERRACE, PENZANCE, CORNWALL, TR18 4JH**  
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**Minutes of the meeting of the Rosmellyn Surgery**  
**Patients' Panel at the Beachfield Hotel on**  
**18<sup>th</sup> February 2014 at 6pm**

<b>Present:</b>	Jayne Hocking	(JH) Chair	Patti Evans	(PE) Minutes
	Liz Berryman	(LB)	Malcolm Lawrence	(ML)
	Primrose May	(PM)	Julie Parker	(JP)
	Jan Shearn	(JS)	Jackie Wardle	(JW)

**ACTION  
BY**

**Apologies:** Graham Woodward, Elizabeth Woodward, Jeremy Betteridge.

**1. Penwith Pioneer Project.**

Jayne Hocking welcomed Jenny Atkinson from AgeUK and Rachel Murray from NHS adult care who gave a presentation on the Penwith Pioneer project. Apparently a pilot project was launched a year ago in the Newquay area, where various people involved in caring for the elderly and housebound e.g. District nurses, social workers etc. got together to try to tackle care in the community in a new and proactive way. Instead of prescribing the type of care available they asked the carers to talk to the housebound and infirm and ask them what was important to them and how they could help them to achieve their aims. They looked at ways in which people could be encouraged to help themselves. The results were startling life changes for the end users. For example, cinema visits, coffee mornings and dog walking on the beach were facilitated, which in turn resulted in better, more positive mental and physical outcomes for the service users.

The project is now to be rolled out in the Penwith area, thanks to funding which has been made available from AgeUK, partly from the legacy of a local person. They are going to be working initially with 5 GPs' surgeries in the Penzance area and are looking to help people with a range of problems.

There are three aims:

- To improve the people's wellbeing
- To improve their experience of care
- To reduce costs across the board.

Research has proved that this is what people want and that health outcomes are better when people are inspired to follow their interests. The work with the initial cohort of 1000 people is just starting in Penzance. There are 6 criteria, amongst them:

People suffering COPD  
Diabetes  
Dementia  
Persistent infections  
Danger of falls.

Age UK workers will be visiting people's homes asking them what they would like to do and what matters to them, building trust along the way. They will ask the person's permission to share the information with the district nurse, their GP and other key workers. They are currently recruiting volunteers to help and there will be plenty of training for such volunteers.

ML highlighted the work of the over 50s forum, Jenny and Rachel said they were already in touch with the relevant person within that organisation. ML offered to put them in touch with Penwith Radio so they could publicise the scheme. Jayne asked people to contact her if they had any ideas that would be of help to the project. PE

**ML**

**ALL**

and JP volunteered to help if it was needed with special interest support for Coeliac and Diabetes.

**PE & JP**

## **2. Patient Survey.**

It was felt that on the whole the results of the Patient Survey were very good. The results of one or two sections could be improved, they included, the patients' understanding of the appointment system and how questions could be put to Drs. Making appointments up to 3 months in advance – JH said that this could be difficult due to rostering systems and the type of software used. It was pointed out that appointments could be made for working people at the Thursday late night surgery or every 4<sup>th</sup> Saturday morning. Jeremy Betteridge would appreciate any feedback on the results of the survey.

## **3. NHS 111.**

JH explained that the system is now in operation.

**As there was no other business the meeting concluded at 7.10pm.**

**The next meeting will take place on 20<sup>th</sup> May at 6pm at the Beachfield Hotel. A representative of the Primary Care Research Network will be present.**