

## Minutes of the meeting of the Rosmellyn Patients' Panel Held in Sainsbury's Cafe, at 6pm on 10<sup>th</sup> March 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)                                      Barbara Whittaker (BW)  
Di Hillage (DH)

### ACTION

**Apologies:** Primrose May and Liz Berryman. JB has contacted Jackie Wardle and Cathleen Savage but has not heard from them, so he has been forced to assume that they have no further interest in attending meetings.

- Welcome:** JB showed members of the Panel around the newly opened Mount's Bay surgery and welcomed all those present. He introduced Di Hillage as a new member of the panel.
- Mount's Bay Surgery.** He told members that the take up for the new surgery has been good and is building up. Apart from evening surgeries there are also some Podiatry, Ultrasound and other clinics taking place there during the daytime. In the first week that the surgery was open there were 16 new patients registered there. There is some flexibility as to whether patients can be seen at either Rosmellyn or the Sainsbury's clinic depending on availability of appointments.
- Annual Report.** He asked members of the panel for their approval for him to sign and send the report which members had already viewed. He noted that although the panel was not very representative of the patient base across all ages and ethnicities a lot of effort had been put into recruiting. It was pointed out that the local population mix is unusual in as much as there is little ethnic diversity in Penzance generally. The panel authorised JB to sign and submit the Annual Report.
- Patient Survey.** JB quoted the results of the Friends and Family survey over the past 3 months, which are as follows:  
**January** 94.29% of respondents would recommend the surgery.  
**February** 96.55% of respondents would recommend the surgery.  
**March** (to date) of the 21 responses received 90% would recommend.  
One person said they were averse to recommending the surgery because they objected to discussing their issues on the phone. The panel did not agree with this criticism.
- St Clare Update.** JB showed the panel the initial plans for the new surgery. He explained that there will be natural light in all the consulting rooms. Each of the 3 surgeries will have a block of consulting rooms on the ground

JB

floor, with support and admin situated on the first floor along with meeting rooms which will accommodate 6 – 20 people for meetings. The Architects are currently looking at how to manage the reception space. The present plans are slightly over the floor space budgeted for. DH asked if they would be offering space for physiotherapists to rent. JB felt this was a possibility but as yet no plans had been formulated. The Doctors themselves have funded the advance work. Surveys have been carried out and sent to Cornwall Council. Once the Council have accepted the offer NHS England funding will become accessible. The partners are looking at putting in a pre-planning application in April/May and having a public consultation. Building is hoped to start between Christmas 2015 and Easter 2016.

## **6. Any Other Business.**

**Medical Exemption Certificates.** PE said she would like to bring up the issue of Medical Exemption Certificates that had been highlighted in the February NAPP issue. She said that she personally knew several people who had been served with fines for claiming exemption without a current certificate. There is a widespread lack of awareness about the need for such certificates and she asked that Karen and Dr Marshall who are the two most likely to deal with diabetics ensure their patients are aware of the correct procedures. JH felt that it was the responsibility of the dispensing pharmacist to check the certificates and said she would mention it at the Pharmacy team meeting.

**Controlled drugs and driving legislation.** JS asked whether patients on controlled drugs were getting the leaflets and whether they were attending the surgery to discuss the issue with their GP. JB assured her that there was a steady stream coming in to consult their GPs on this issue.

**Meeting Venue.** The members of the panel felt that the venue was very unsuitable for meetings due to noise issues and lack of privacy. JB said that the venue had only been chosen for the purpose of showing the panel members around the new surgery. He assured members categorically that no further meetings would take place there and that future meetings would be held at the Beachfield Hotel as usual.

**JB & JH**

**THE MEETING CLOSED AT 6.50PM. DATE OF THE NEXT MEETING TO BE ADVISED IN EARLY JUNE.**