

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 6pm on 20th May 2014

ACTION

Present:

Jeremy Betteridge (JB) Chair	Patti Evans (PE) Secretary
Jayne Hocking (JH)	Liz Berryman (LB)
Elizabeth Woodwarth (EW)	Graham Woodworth (GW)
Barbara Whittaker (BW)	Julie Parker (JP)
Primrose May (PM)	

Apologies: Jan Shearn

1. Welcome: JB welcomed all those present.

2. Electronic Prescribing: JB reported that the system is now up and running, having been initially delayed by system problems. He briefly described the process. The advantages are speed and less margin for error in prescriptions because they pass through fewer stages. Patients must nominate the pharmacy of their choice, but can ask for the script to be delivered to any named local pharmacy if they are on holiday. GW reported that not all pharmacies are on the system, but it was thought that they would be soon. PM had used the system and said it had worked for her. It is still advisable to allow 2 working days for a requested script to be at the pharmacy of choice.

3. E-Access – “Waiting Room”: JB said that the system had been demonstrated to the surgery and he himself had tested it out from Australia after his own surgery had installed it. Apparently 90% of the errors encountered by patients have been “user error” e.g. forgetting passwords etc. JP was concerned about each person needing to have their own email address as she felt it inappropriate (if not illegal) for children to have their own email addresses. JB pointed out that due to the data protection act it was necessary for each person to have their own access which meant their own email address, otherwise the surgery would be operating outside the law. He continued that parents could manage emails for children without informing them, or alternatively people do not have to use the system. JB said a great many people had already accessed the system and it seemed to be working, though he had limited the number of available appointments to minimise abuse. Four people present had not received a second email with a password. PE pointed out that if 4 out of seven people present hadn't received the 2nd email it was likely that many patients hadn't either. JB said he would investigate the matter.

JB

ACTION: JB to investigate why four of those present had not received a second email with passwords.

4. Patient Survey: The surgery had done well in most areas of the survey, though conversely this had resulted in a loss of income due to the good results. JB told those present that he had produced a mini-survey to address the areas where the surgery had done less well. A copy of the mini-survey was circulated. He said he would run the mini-survey over a period of 2 months and

would ensure that the results would be in by the next meeting so members could comment.

5. Future of the Surgery: After years of discussions regarding GP's surgeries moving into the Bellair Clinic building, a new project with more chance of success is now under discussion. Cornwall Council is negotiating the sale of the former Penwith Council buildings at St Clare. Rosmellyn Surgery have joined with Sunnyside and Alverton surgeries to put in a bid, which would result in a combined surgery with a pharmacy on-site, plus car parking and other advantages. The surgeries have been working to produce plans with GVA Contractors (who are experienced in building similar health projects) for about a year now. The affordability issue is being addressed and the project has been selected by NHS England's local area team. The selection comes with funding attached. The 3 surgeries will remain separate entities in the new building. It is possible that the new build will be able to start in April next year, subject to approval that it will be value for money by the District Valuer, the banks approving loans and the council approving the partnership as a preferred bidder.

Access issues were discussed by members of the meeting and JB felt this wouldn't be an issue as there would be a patient base of approximately 20,000 which would be attractive to the bus companies as an incentive to run services on that route, plus the much improved car parking. He felt that the facilities would also be much improved with dedicated surgeries for minor operations and other procedures currently carried out in less than perfect conditions.

At the same time JB mentioned the possibility of a small outreach surgery being operated by all three surgeries in the Sainsbury's store. This would be in addition, rather than as a replacement to current and future facilities.

6. Any Other Business: LB wished to discuss End of Life Plans and asked whether such a service could be offered by Rosmellyn. JB said that the surgery is already operating such a plan, where patients could state their preferences and have this information shared with other pertinent agencies such as the ambulance service etc. Age UK is rolling out a Pioneer project and the surgery are working closely with them. At the moment they are identifying and compiling a list of vulnerable patients by drawing all agencies together to share information. A copy of the plan will be lodged with the surgery, with Serco and in the possession of the patient themselves.

Next meeting to be early September – 9th September proposed.