

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 9th September 2014

ACTION

Present:

Jeremy Betteridge (JB) Chair	Patti Evans (PE) Secretary
Liz Berryman (LB)	Jan Shearn (JS)
Elizabeth Woodwarth (EW)	Graham Woodworth (GW)

Apologies: Jayne Hocking; Julie Parker (resigned)

1. Welcome: JB welcomed all those present; apologies were noted, and the resignation of Julie Parker also noted with regret.

2. Electronic Prescribing: This system is now up and running successfully and, by and large, is working well. There remain a few problems, especially where repeats are being requested via the Waiting Room system or where routine repeats and acute drugs are requested at the same time; the surgery is working with Microtest to solve these issues.

3. E-Access – “Waiting Room”: Again, this is working reasonably well, and most problems arise from users not carefully following every step accurately. Users should note that they can change their user name to something easy to remember if they wish. GW said it is working well for him. LW asked if necessary to give reason for wanting appointment online, and JB said no, although it might be helpful for the doctor if possible to do so.

4. Review of Addictive Drugs: JB said the surgery were writing to patients who were taking addictive drugs for anxiety or insomnia for more than a few weeks. This is because there is a danger of addiction as well as side effects. Patients will need to discuss with their GP, and the ideal is for them to come off the drugs.

5. Patient Survey and Action Plan: The results from the survey were explained and discussed in accordance with the action plan. It was noted that the satisfaction rate was very high and that there was limited scope for improvement. However it was noted that a small number of patients had said that when they were given an appointment with a clinician who was not their first choice, the reason was not explained. JB agreed to take this back to the doctors to try always to give an explanation. JB also agreed that it would be a good idea to raise the profile of the nurses on the website. Moving forward, JB has started a new survey asking about satisfaction with surgery and including the Friends and Family Test question which is mandated by the Government. Results from 56 questionnaires completed so far give 100% satisfaction.

6. Future of the Surgery: The St Clare and Sainsbury's projects remain on the go but have not advanced significantly over the summer. It was noted that the practices will remain separate and retain individual ethos on moving to St Clare, whilst working more closely together.

JB

7. Personal Care Plans: JB explained that older or frail patients who may be vulnerable are being sent a letter with a view to creating an individual care plan. This work is ongoing and, for the most part, has been received well by patients.

8. Flu Clinics: These will take place on the 4th and 18th of September. Members of the Forum were encouraged to attend in an official capacity with a view to canvassing opinion from the wider patient population. LB noted that she attended last year and it would be helpful to have some form of ID. JB to arrange. LB and JS indicated that they would be available, and others are encouraged to come in – please phone Jayne on 331999 to let her know and so that she can arrange name badges.

JB

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9. Newsletter: JB is putting a newsletter together and welcomes input from the group (a small amount of space remains available!)

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Any Other Business: There was no other business

Next meeting to be 16th December

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