

ROSMELLYN SURGERY
ALVERTON TERRACE, PENZANCE, CORNWALL, TR18 4JH
Tel: 01736 333939 Fax: 01736 361009

Rosmellyn Patients' Forum

1. The Rosmellyn Surgery Patients' Forum (**RPF**) was held on 21st July 2015 at 5.30pm in the Beachfield Hotel.

2. The following members attended:

Liz Berryman		LB
Jeremy Betteridge	Chair	JB
Jayne Hocking		JH
Barbara Whittaker		BW
Elizabeth Woodworth		EW
Graham Woodworth		GW
Di Hillage		DH

3. I expect the meeting to take an hour. The agenda is as follows:

<u>Subject</u>	<u>Lead</u>	<u>Time</u>
• Welcome, Introductions, Apologies	JB	02
○ Apologies received from PE, JS, and thanks from JB to attendees, as ever.		
• Website	JB	05
○ JB encouraged members to test the new website which is much more functional and easier to maintain; members generally agreed that it is nice to look at and easy to use; it was noted that the Friends & Family Test (FFT) is available electronically on the website and members are encouraged to test it (with genuine feedback).		
• Patient Survey	JB	15
○ It was noted that the FFT is a mandated survey which runs continually in the surgery, and results show consistently above 90% satisfaction; the June figure was 97%.		
• Phones system trial	JB	10
○ The surgery will run a trial of putting the phones through to an emergency only system for 3 months between the hours of 1230-1330 and 1730-1800 which will give the Duty Doctor a proper break in the middle of a long day.		
• St Clare update	JB	10
○ We have had a pre-app meeting with the Planning Officers and this was encouraging. We await progress with the Council on the sale of land with some optimism.		
• CQC Inspections	JB	10
○ We would be grateful for members of the group to be available to meet the Inspectors when we are visited by CQC and to be interviewed by them.		
• New Staff	JH	05
○ JH informed the group that we will be joined by a new registrar GP, Rhianne Robinson, and a new receptionist, Sian Williams, in August.		
• Membership	JB	01

- Members are encouraged to seek new members of the group as we remain unrepresented by people of ethnic minorities, young people, young mums and patients with disabilities.
- Flue Vaccination Sessions JH 02
 - Dates of these sessions to be confirmed in September and October; members are invited to come to the surgery to talk to other patients and seek their views.
- Next Meeting – October 2015
- AOB – Penwith Integrated Care Forum GW
 - GW informed the group that he had been to two meetings about Poltair and a “super” PPG; it seemed that the 2 groups would be amalgamated into a super PPG and GW agreed to represent Rosmellyn on the condition that he would only continue if it was relevant and productive as a group.

Jerry Betteridge

J T Betteridge
Chair, RSPF

Action Plan

- Review survey results
- Consider new issues to be addressed and structure plan
- Review Friends & Family Test Questionnaire