

ROSMELLYN SURGERY

St Clare Medical Centre, St Clare Street, Penzance, TR18 3DX

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Minutes of the meeting of the Rosmellyn Patients' Panel Held at St Clare Health Centre at 6pm on Tuesday 15th October 2019

Present: Liz Berryman (LB) Di Hillage (DH)
Patti Evans (PE) Barbara Woodhouse (BW)
Carol Scott (CS) Jan Shearn (JS)
Liz Woodworth (LW) Graham Woodworth (GW)
Katrin Tunstall (KT) Sue Williams (SW)
Lorna Nicholas (LN)

**ACTION
BY**

Apologies: Lolita Mills

Minutes of the Previous meeting: Agreed.

Practice Update. There had been good feedback from the 'Flu clinics. KT thanked the PPG members who had been on site to help marshal the queues and talk to the patients. She told members present that the under 65 vaccine would be available as of Friday 18th October. There are 3 or 4 providers and over the last two years the provider used by the practice had had delays. The practice was therefore thinking of changing provider in the future. Apparently only high risk children are immunised.

One member of the group pointed out that the details of the surgery given on Cornwall Council website have not been updated since the move. LN said she would look into the matter.

LN

PL asked about the restructuring of the Primary Care Network. KT said that all the local surgeries belonged to Locality and were already using this model, so that within the Penwith area there was no real change. She was unsure as to the direction of travel as there were different pots of money coming through.

A short discussion was held regarding the local Physiotherapy service which had a long waiting time for patients to see a practitioner. KT felt that there had been difficulty recruiting, which had exacerbated the problem. DH mentioned the "Escape Pain" online service, but said that it worked better when done in a group. KT thought that some surgeries had such groups and that it was a good idea as it made people feel less isolated. She offered to feed this idea back to Locality and PL asked to be kept updated on the issue.

KT

Regarding the period since the move, KT told members that it has been tricky. Dr Rowe has been off sick and three more senior GPs have retired which has resulted in a lot of locums being employed. Dr Ed Schwarz has joined the surgery as a Partner. However there have been days when there have been no partners on the premises. At present there are no Registrars as Cornwall has under-recruited. Paul Reed has taken over as Facilities Manager, but his time has been taken up with infection control, health and safety, building managing and snagging.

The CQC inspection got a "Good" result. It had been somewhat challenging as most of the staff had not done one before and Carla Rowe, who is Manager CQC was off sick.

The "Ghandi quote" is up in the corridor. Car parking is working well, but it remains to be seen what will happen when all the houses on the site opposite are occupied as there are only 2 parking spaces per house, one of which is the garage. It was mentioned by one of the PPG members that the seating was very low in the waiting areas which could present difficulties for some people.

Social prescribing is going well. Andy Craze has many success stories. The biggest challenge is keeping it manageable.

PPG Group. LB said that there is a PPG conference on 14th November in Bodmin. If anyone is interested, please let her know. She has been to a meeting of the PPG at Stennack surgery where a lot of good work is going on. JS asked if the Practice has come up with a real role for this PPG, commenting that they have many willing people.

LB asked if a receptionist could come to one of the PPG meetings as their input could be very valuable. LN said she would ask. Regarding the café, it is currently on hold as the Reception team are very concerned about tidiness and noise.

LN

Any other business. SW reported that there were a considerable number of new patients registering. A member asked if transport has been an issue and it was thought not. Also access has improved.

LB said there was a considerable draft from the main doors in the Rosmellyn waiting area and it was agreed that this was a problem.

GW asked if the Surgery had had any advice and support regarding Brexit. KT said that they were getting information via weekly bulletins from the CCG and some information was coming through from NHS England.

PL said he could not see any hand sanitisers inside the surgery. The doctors present said they would have a look.

PE asked to be relieved of the minute taking, as part of the skill of taking minutes is the ability to précis a discussion and this wasn't possible if the minute taker has no idea what the conversation is about, and/or is not familiar with the acronyms and organisations referred to. LN agreed to take the minutes in the future.

The meeting closed at approximately 7.00 pm. Date and time of the next meeting to be advised.