

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 4th February 2020

Present: Liz Berryman (LB) Di Hillage (DH)
Patti Evans (PE) Barbara Woodhouse (BW)
Carol Scott (CS) Sue Williams (SW)
Katrin Tunstall (KT) Lindy Preece (LP)
Lorna Nicholas (LN)

**ACTION
BY**

Apologies: Peter Levin, Jan Shearn, Liz Woodworth and Graham

Minutes of the Previous meeting: Agreed.

Retirement. Dr Williams announced her plans to retire to the group. SW thanked all the PPG members for their help with the group over the years. SW mentioned that her fondest memories of the PPG would always be flu clinics! The group wished SW a happy retirement.

SW

Receptionist Role. Lindy Preece Reception Manager was introduced to the group to discuss her role within the practice and answer any questions the group had. LP explained the daily tasks that Receptionists had to do to encourage a smooth day to day running of the practice. Some of the more influential/complex tasks were discussed further - Assigning (electronic filing) of patient paperwork into their notes. Prescription processing in terms of issuing acute and repeat medication as well as 4 week supplies. Over ordering of medication and the repeat ordering by chemists were also discussed. This does seem to have reduced over recent months as wastage was becoming a massive problem. LP noted that since the move reception was a work in progress and the 7 receptionists who work within the team are constantly developing their role. They all have admin roles which make money for the practice. These roles include the processing of insurance forms, immunisations and vaccination recording, registrations and the booking of medical appointments as well as coil fits and minor op procedures. GP workload has increased significantly over the last few years and that follows through the ranks. It was asked how the receptionists of the three practices get on working on the front desk. LP reported that the team get on really well; they are very supportive of each other and like to help each other out. The new reception desk has taken a while to get used to. Privacy is a tricky matter but it was noted that private discussions can be had away from the desks or patients are encouraged to phone in. The reception desk is currently in modification talks with the manufacturer and will be altered to suit building regulations. LB mentioned the draft from the front door causing an issue for Rosmellyn patients. It was explained the doors are on a specific timer to allow easier access for patients with mobility issues however KT will feedback to the premises group.

LP

KT put it to the group re a possible change of name for the Receptionists and whether being called a Receptionist doesn't help with the social media barrier. No ideal names were mentioned so agreed to keep thinking.

KT

The group praised the triage system for its efficiency and the clinical team, especially the Healthcare Assistants for their ability to multitask at clinical duties. They also

praised the efforts of the whole team as they felt extremely fortunate for the care and service they receive at Rosmellyn.

KT/LB

Future of the PPG. KT and LB are due to meet on Thursday the 6th of Feb with one other Patient Representative from Alverton and Sunnyside Practices. KT has had ideas re the waiting room moving forward and to try and make this more of a friendlier space for patients rather than it continuing to be quite sterile and bare. It was agreed there needs to be better patient engagement with these decisions. It was agreed maybe feedback forms of patients opinion would help decide how the waiting room could be changed and developed. KT to feedback after meeting with LB and others. Lack of drinking facilities was also noted and KT agreed to take this to the next premises group meeting. Also the lack of children's toys was apparent. It was discussed for infection control and CQC purposes the toys and magazines had to be limited however BW commented on how a blackboard maybe more suitable for children rather than indivial toys.

SW, LN and LP left the meeting at 18.45 – KT continued to discuss issues arising regarding the inappropriate use of the car park. KT fedback to LN the following day that the group suggested before parking enforcement was put into place it should be trialled of the appropriate use of non-parking signs and polite notices placed on cars if parked inappropriately. KT to feedback to the premises group.

KT

The meeting closed just after 7.00 pm. Date and time of the next meeting to be advised.

LN

