

**ROSMELLYN SURGERY**  
ALVERTON TERRACE, PENZANCE, CORNWALL, TR18 4JH  
Tel: 01736 330909 Fax: 01736 361009

**Minutes of the meeting of the Rosmellyn Patients' Panel  
Held at Rosmellyn Surgery at 5:30pm on 5<sup>th</sup> September 2017**

**Present:** Liz Berryman (LB) Chair  
Primrose May (PM)  
Peter Levin (PL)  
Barbara Whittaker (BW)  
Carol Scott (CS)  
Lorna Nicholas (LN) Practice Manager  
Dr Sue Williams (SW)

Patti Evans (PE) Secretary  
Jan Shearn (JS)  
Elizabeth Woodworth (EW)  
Graham Woodworth (GW)  
Malcolm Lawrence (ML)

**ACTION BY**

1. **Apologies:** Di Hillier
2. **Minutes of the Previous Meeting.** The minutes were agreed as a true and accurate record of the previous meeting.
3. **Flu Vaccination Clinic.** LB, CS and JS volunteered to attend the clinics and talk to patients on behalf of the PPG and the surgery, addressing issues that may be brought up. JS was concerned that some patients find it difficult to attend clinics held on Saturdays and asked if one clinic could be held on an alternative day in future years. Dr Williams explained the difficulties of holding a clinic on a day when the surgery was operating normally, but reassured JS that the injections could be given by the Drs or nurses on another day if necessary. In future this information will be included in the letter.

**ACTION: SW and LN to ensure this information is included in the newsletter next year.**

**SW & LN**

4. **Online availability of Patient's records.** PE enquired about this issue because when she had last looked at the Waiting Room (albeit some time earlier) the records were not available. LN said that they were now available online by logging into the Waiting Room. There are varying levels of information and at present the practice only offers the basic level, however patients can ask to be allowed to see a higher level on request. Under new legislation the £10 charge for seeing patients' written records is to be dropped under new Data Protection law coming in on 28 May 2018.
5. **Update on St Clare.** The practice are still waiting on the Cornwall Council Solicitors and this has delayed the start of the build. The building should now be finished in August 2018.
6. **NHS Surgery Reviews.** LB was concerned that a very bad review of the surgery had been made on the NHS Choices website. SW said that it was not possible to remove poor reviews. LB asked all members of the panel to give their own reviews of the practice, so that the poor one would sink down the page.

**ACTION: Members to add their reviews of the surgery.**

**ALL**

7. **Social Prescribing.** LB described such groups as being groups that help

people with health issues e.g. the walking group. Liz asked if anyone had other skills. LN asked if the walking group could be moved to a Monday as an HCA can be freed up on a Monday to attend the group. LB said Mondays were OK for her. PE said she had an interest in healthy eating and would volunteer on any group which revolved around that.

8. **Ringing 111.** JS said she had rung 111 for advice as she had got a foreign body in her eye. She had been told to attend a full A&E within 4 hours. When she asked if Urgent Care at West Cornwall could handle the matter they had said no, but in the event she went to Urgent Care at West Cornwall who had said they were perfectly able to deal with it. LB suggested that the matter should be reported to Healthwatch so that 111 could give out the correct information.

**ACTION: JS to get a form from LB to report the matter to Healthwatch.**

**JS & LB**

9. **Election of Chair person.** LB said she had only been elected temporarily and asked if anyone else wished to have the position. No one volunteered and LB agreed to continue being the Chair.

10. **Attending NAPP meetings.** LB would like a couple of PPG members to attend a NAPP meeting. SW said it may be possible for the surgery to make a contribution to expenses and said she would consult the other Partners. LB to find out how other surgeries handle this.

**ACTION: SW to ask the other Partners in the practice if they would be happy to contribute to travel expenses for representatives of the PPG to attend a NAPP meeting. LB to find out what other surgeries do.**

**SW & LB**

**AOB.**

**Noticeboard.** PE had been in the surgery and found various unrelated posters displayed on the Patient Panel Board. These were discussed and it was decided to remove them along with various other notices that were displayed in other areas of the waiting room.

**Visiting out of area GPs.** JS had recently visited a GP in Scotland and been asked for her NHS number, she wondered whether other people knew theirs. No one did. The Scottish GP had told her that the visit would be reported back to Rosmellyn. JS wondered if this was, in fact, the case. SW said it happened less and less, but if the patient asked for a print out it could be scanned onto the system at Rosmellyn.

**The next meeting of the group will be on 12<sup>th</sup> December at 5:30pm at the Rosmellyn Surgery.**