

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 6pm on 7th February 2017

Present: Liz Berryman (LB) Chair
Primrose May (PM)
Peter Levin (PL)
Barbara Whittaker (BW)
Carol Scott (CS)
Lorna Nicholas (LN) Practice Manager
Anna Chappell (AC) Practice Nurse

Patti Evans (PE) Secretary
Jan Shearn (JS)
Jackie Wardle (JW)
Graham Woodworth (GW)
Di Hillage (DH)

**ACTION
BY**

1. **Apologies:** Dr Sue Williams, Elizabeth Woodworth, Sharon Gall
2. **Minutes of the Previous Meeting.** The minutes were agreed as a true and accurate record of the previous meeting.
3. **Anna Chappell, Practice Nurse** addressed members present. Anna explained that her personal speciality is seeing patients with respiratory ailments. Marian Good concentrates on Heart Clinics, Karen Morris's speciality is Diabetes. Further details of the various specialities and clinics can be found on a poster in the waiting room of the surgery and on the website. Generally speaking the nurses deal with minor illnesses such as rashes, sore throats, coughs, earaches, young parents' issues and viruses. Anna, Marian and Karen are qualified to prescribe. Tegen James joins the nursing team one day a week. Community nurses (formerly known as District Nurses) come into the surgery on a daily basis to get messages regarding patient's needs in the home. Anna also mentors student nurses on a regular basis.
4. **Purpose of the Group. The leaflet and poster** were approved. It was pointed out that in order for any written matter to be accessible it should be produced in black text on yellow paper for dyslexic people and those with eyesight difficulties and in picture format for persons with learning difficulties. JW was asked if she could produce such a picture format. LN to obtain yellow paper.

JW, LN

A walking group is already in place. GW asked if LN had been able to ascertain whether all such information and information about availability of local services could be emailed to the patient base where emails had been given to the practice. LN said she had not had much encouragement from the technical people but that she intending to talk to the Drs on this subject at an away day.

Fundraising. It was suggested that a request for people to help with this could be put on the TV in the surgery. GW suggested that the KCG may be prepared to lend the money for a new Dermascope if a business case could be put together showing how it would ultimately save money on referrals. PL suggested advertising for help fundraising on the Patients' Panel notice board.

Notice Board. DH volunteered to look after the notice board and keep it up to date.

DH

A question was asked as to whether the surgery was putting a cap on Paracetamol prescriptions. It was suggested that something be put on the screen in the waiting room regarding the price of such medications.

LN

Patient Surveys are ongoing and LN will keep the group informed.

5. **The Waiting Room.** LN said that Microtest did admit that there had been errors and said that she hoped that these had now been resolved. PE reported that she had come across an instance the previous week where no error message had appeared but the prescription request had not been received by the surgery. GW pointed out that it was possible to re-log in and see if the request had gone through by checking when the items were last ordered. PM was very concerned that the "Waiting Room" was not value for money for the surgery.

6. **New Surgery Update.** Planning has now been agreed and the project is going out to tender with an anticipated start date of June with 12 months to complete. LN reported that there is a meeting every other Tuesday with the other surgeries involved. The Partners leading on the new build attend. All Clinical staff from the 3 surgeries have already had an away day and the admin staff are due to have one very soon. LB said she would speak to Sunnyside Surgery to see if they have a PPG with a view to having a joint meeting. Penalverne Surgery do not currently have a PPG but are setting one up.

LB

PM asked if there would be a pharmacy on site and opined that this would take business away from local businesses. LN explained that prescriptions could still be sent to pharmacies of patients' choice as at present. DH asked if there would be a Physiotherapy service on site and LN said there would be rooms to rent for various therapists.

7. **Any Other Business.** GW gave the headlines from the Penwith Integrated Care forum (to be emailed to all members by GW) and said that he felt more positive about the role of the PCF.

GW

The next meeting of the group will be on 25th April at 6pm at the Rosmellyn Surgery.