

ROSMELLYN SURGERY
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**Minutes of the meeting of the Rosmellyn Patients' Panel
Held at Rosmellyn Surgery at 6pm on 10th January 2017**

Present: Liz Berryman (LB) Chair
Elizabeth Woodworth (EW)
Di Hilliard (SH)
Sharon Gall (SG)
Barbara Whittaker (BW)
Dr Susan Williams (SW)
Peter Levin (PL)

Patti Evans (PE) Secretary
Graham Woodworth (GW)
Carol Scott (CS)
Malcolm Lawrence (ML)
Lorna Nicholas (LN)
Primrose May (PM)

**ACTION
BY**

Apologies: Jan Shearn, Vicky Lidiard has resigned.

Introduction and Purpose of the PPG by Liz Berryman the new Chairman who explained that the purpose of the meeting this evening was to clarify the purpose of the new PPG and approve the Purpose of the Group and guidelines that had been prepared by Graham Woodworth. DH said that the document sums up the purpose of the PPG well and thanked GW for his good work. Some members thought it was along the right lines, but needed condensing slightly. LB thought that the group should ask the professionals what areas they would like help with. She said that she had been in contact with NAPP (The National Association of Patient Panels) and asked LN to give the panel the password to the NAPP website. LN to ask the NAPP organisation to send the newsletters to LB in future for her to distribute.

LN

Members present thought it would be advantageous for the PPG to have a dedicated notice board in the waiting room at the surgery, so that news etc could be posted there for patients to see, along with a contact email for the members. LN said she would obtain a notice board and identify a place to put it. It was thought that individuals' personal emails should not be displayed in public, but DH volunteered to manage an email group specially designated for the PPG. DH said that the group should delegate the upkeep of the notice board to one or two members and allocate other tasks amongst the group. A banner to be produced to head the notice board. In addition LN to place minutes of the PPG meetings on the Rosmellyn website.

LN

DH

GW asked how easy it would be to email all patients quarterly about various issues e.g. information regarding the Urgent Care centre hours and what they do, in order to ameliorate the pressure on A&E at Treliske. It was agreed that this information should also be placed on the TV screens in the reception and that leaflets be made available to patients. LN to find out about emailing patients.

LN

Living Well. PL told the group that Age UK have given up this initiative due to funding running out. He asked what the implications for the surgery were. SW said that as yet there had been no clarity on this issue. PE said that she had heard on Radio Cornwall that grant funding of up to £100K was available providing the initiative created jobs. GW said he would look into the matter. It was felt that there was lots of goodwill in Cornwall and members wondered if that could be harnessed to keep this project live.

GW

Seven Day Surgeries. PL asked if the practice had yet come under pressure to provide this service. SW said that although they knew it was coming they had not as yet been approached. She said that it may not come to pass until the new Surgery at St Clare was up and running.

Fundraising. LB told members that the surgery needs a Dermascope at a cost of approximately £900. This piece of equipment can inspect suspect skin conditions and speed up referrals, or cut out referrals altogether for benign conditions. It was decided to appoint a sub-group of the committee to deal with fundraising.

ML left the meeting at 6.30pm to attend another meeting.

It was agreed that LB and PE look at the new guidelines and protocols of the group with the aim of condensing them if possible before the next meeting.

The next meeting of the group will be on 7th February at 6pm at the Rosmellyn Surgery. SW gave her apologies as she has an extended surgery on that evening. LN to arrange for one of the Practice Nurses to attend that night.