

ROSMELLYN SURGERY
ALVERTON TERRACE, PENZANCE, CORNWALL, TR18 4JH
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**Minutes of the meeting of the Rosmellyn Patients' Panel
Held at the Beachfield Hotel at 5.30 pm on 26 July 2016**

Present:

Dr Susan Williams (SW)	Lorna Nicholas (LN - Practice Manager)
Liz Berryman (LB)	Sharon Gall (SG)
Di Hillage (DH)	Primrose May (PM)
Carol Scott (CS)	Jan Shearn (JS)
Barbara Whittaker (BW)	Graham Woodworth (GW)
Peter Levin (PL)	Patti Evans (PE – Secretary)

Apologies: Elizabeth Woodward

Introductions: The group was welcomed by Dr Sue Williams and Lorna Nicholas, acting Practice Manager. Introductions were made around the table.

- 1. Purpose of the Group.** A discussion was held around the table as to the purpose of the group. At this point no firm decisions had been made when at 5:48 Patti Evans entered the meeting and apologised as she had thought that the meeting was scheduled to commence at 6pm.
- 2. General complaints from patients.** LB reported that most complaints centred around the appointments system. SW reported that she had been to meetings at two other surgeries, one in Newquay and one in Falmouth and that all the systems suffered from flaws. LB said many patients did not like giving information regarding their condition to a receptionist when requesting an appointment. LN told the members present that she was looking at instigating some communication training for the Receptionists to assist them in the process of obtaining necessary information for the Triage Dr.
- 3. Purpose of the Group.** GW felt that there were two aspects to this issue. One was what the panel want to extract from the meetings and the other was what the surgery needs to get out of the meetings. SW said she would take the second aspect back to the surgery. GW voiced his concerns in the lack of commissioning of new services that were on offer towards the St Clare project

ACTION: SW to ascertain what the surgery would like to get from the PPG.

SW

- 4. Members concerns and thoughts on the purpose of the group.**

Waiting Room. Members were concerned about the "Waiting room" element of the Rosmellyn website. Access to records had been promised by March last but had not materialised. Some members felt that the "Waiting room" was disappointing. LN reported that the IT company had a backlog due to over-subscription by surgeries, but she promised to chase them up to complete this aspect of the website. SW said that there was a potential problem of Dr's permissions for patients wishing to access their records. In answer to PM's concern that computer records were not secure SW assured members that all patient computer records were completely confidential and that there were systems in place to ensure that they were never left on-screen when the computer was not attended by the GP.

ACTION : SW to investigate the issue of permissions for patients to view their

SW &

own records and LN contact the IT company to prompt them to complete the Waiting Room.

LN

Living Well/Penwith Pioneer project. PL asked about this project. SW reported that the surgery was still referring people to the project. PL was concerned that having been set up by Age UK they had run out of funding to implement it. He told members that Age UK had asked NHS Kernow for 9.5 million pounds. There was some discussion as to whether this fell within the remit of the group. GW suggested that SW write to the commissioning group asking how the projects are being run and what the current situation was.

ACTION: SW to write to the Commissioning Group enquiring about the current status of the Penwith Project and report back to the PPG at the next meeting.

SW

Hand cleansing. There are two hand sanitiser dispensers within the surgery, but no notices above them explaining their purpose to patients.

ACTION: LN to organise notices to affix above the hand sanitiser dispensers.

LN

Cornwall Council and NHS Kernow health and lifestyle survey. PL asked if the surgery had been involved in distributing this survey. SW said she was unaware of it.

Suggestion re: purpose of the group. GW suggested that the group have a parochial agenda with the ability to explore more area issues in the fullness of time once its purpose was embedded.

Removal of patients from Doctors' lists. GW and his wife were concerned about removing healthy patients from the GP's lists purely because they had not visited the surgery for some time. SW said this would not happen without communication. The PPG to support doctors on this issue.

Locality Group. GW has sat on this group as a representative of the PPG, but is about to resign because the locality group have not been flexible regarding the timing of meetings which are always during the working day, meaning that he cannot attend as he is in employment. He also felt that the group were unable to implement any ideas because there was presently no leadership at the top of NHS Kernow and Treliske, which rendered the Locality Group impotent. SW said that she appreciated GW's position but felt it would be a shame from the PPG point of view if he had to resign. She said that he should mention to the group that he had the support of the surgery in the matter of the timing of meetings.

Boots repeat prescription service. LB has been speaking with other PPG groups who have concerns that Boots were repeating drugs that were not needed. SW told the group that Dr Power was having meetings with pharmacists about this issue. LB to ask the other PPG groups how they are handling this issue.

ACTION: LB to ask the other PPG groups with whom she has contact how they are handling this issue.

LB

Future Agendas. Members asked if, in future, they could have the agenda in more advance of the meetings so that they could add items for discussion.

The next meeting will take place at the Rosmellyn Surgery on October 25th at 6pm. All members should submit agenda items to LN by 4th October latest. The Agenda will be distributed by the end of that week.