

24 SEP 2019

**Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on the 5th September 2019**

Present : Michelle McTernan Emma Lenden Mike Davies Nigel Midlen Tony Reeves Mark Thompson Richard Tuxford Michael Wing Chris Woolf Pam Jarvis Carol Jay Jackie Le Brocq Julia Lucas Anne Mallard Judith Markes Liz Price Liz Webb

Apologies : Nick Mallard Jocelyn Barnard Judy Davies Teresa Fergus Sheila Mullins Sheila Wilson

Michelle welcomed Richard Tuxford to the group. Michelle then advised the group that Dr Hargadon would be leaving Rosedean at the end of September and there will be something in place for patients to show their appreciation. David Sheppard will also be leaving at the end of September and Carol Jay will arrange for a card to be sent to him from the group. Michelle then introduced Aiden Laverty a Clinical Pharmacist who will be joining Rosedean on the 9th September. He has spent a few Wednesdays at Rosedean and he intends to streamline procedures and reduce the amount of paper handled. He is aware of the delays in the preparation of repeat prescriptions and the changes he will introduce aim to cut those delays to an acceptable level and he will be working to achieve collection within five days of ordering. He is also aware that the decision to remove the telephone line for ordering repeat prescriptions, which was not taken lightly, has had an impact on those patients who do not live close to the surgery and do not use computers. Some housebound patients will be able to order by telephone. Aiden has forms available to enable patients to synchronize the collection date of the various items on their prescriptions. He will be available to discuss medication queries and reviews. The software for the computer change was not as planned and compensation is being sought. Michelle thanked Aiden for talking to the group and he was wished well in his new role.

Minutes from meeting 4th July 2019 :

These were agreed as a true record.

Umbrella Group Update :

Unfortunately Sheila is unwell and asked Carol to read her report :-

There had been a small attendance at the last meeting which had been a short meeting, members of the Umbrella Group were very sad to hear that David Sheppard was leaving he was very well thought of, there had been two resignations from the group one of whom was the chairman because of non-dialogue with her surgery. I told the group that our surgery is in a state of flux and that by the next meeting things should be resolved. Neil Parsons has moved on to Saltash. The Umbrella Group has changed vastly from the first meeting when those of us who went were horrified. It is now better run and if someone from Rosedean who is interested in the wider NHS and has the time, energy and skills to fit into these changing times would volunteer to attend the meetings our surgery would benefit.

Sheila also asked Carol to read the following :- ' I am sure that members of the group will join me in asking that our thanks and good wishes should be conveyed to the members of staff who are leaving the practice in particular Dr David Hargadon, David Sheppard, Liz Higman and Chris Torpy who have given such loyal service over so many years to make this practice what it was. David Sheppard became practice manager at Rosedean at a very difficult time for the practice and under his leadership the practice prospered and indeed was awarded outstanding in the CQC inspection in 2018. As the representative at the

Umbrella Group I realised that Rosedean was envied and the chairman once told the group that they should aspire to be like Rosedean. I will always be loyal to Rosedean because of my respect for the late Dr. Andrew Smalley and what he did for the surgery and the group.' Michelle said how grateful the surgery had been for Sheila's loyalty and efforts for Rosedean.

Acute Care System :

The system is being changed from Monday 9th September when the triage system will identify the patients need which could then be referred to Aiden or to the very experienced Nurse Practitioner who has been employed, leaving G.P.'s with more time available for routine appointments and patients with more serious problems.

Medical Manpower :

Rosedean is the first surgery in Cornwall to have an international G.P. through an NHS scheme, the Doctor is from Canada.

Online training :

Michelle asked that if anyone felt able to help patients with using the online system will they please contact Dawn who will arrange some training so that they are able to help patients.

Virtual Diabetes Clinics :

These clinics started last week, a Diabetic Consultant at Derriford Hospital is connected to a Doctor and patient at Rosedean to discuss their current situation and plan their care. The consultant is able to deal with twenty patients an hour.

Flu Season :

The flu clinics will be starting at the end of September with the injections for under 65's later in October.

Future Guest Speaker :

It had been suggested at the last meeting that it would be interesting to have an Advanced Nurse Practitioner as speaker and Michelle will arrange this.

Provisional Date of next meeting : Thursday 7th November 2019 @ 18.30