

ROSEDEAN HOUSE SURGERY PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON 7th February 2023 at the Eliot Hotel, Liskeard

Present: 10 Members, Liz Delbridge, Practice Manager, Toni Graves, Deputy Practice Manager, Olivia Practice Co-Ordinator

Apologies: 5 members

Practice Manager began by welcoming everyone to the meeting.

MINUTES FROM LAST MEETING

These were approved.

MATTERS ARISING

Liskeard Breathers Group: Funding for Age UK / Chaos Group has stopped completely. Liskeard group is picking up again and members increasing.

Dispensary: Issues with queue jumping. Has been suggested that dispensary receptionists book appointments for patients needing medication blood tests but this would make the queues even longer and add to workload for an already busy department. Our Dispensary area is very cluttered and in the new building we will have space for better organisation.

Texting patients when medication ready – we hope to have this in place by our next PPG meeting.
Delivery of medication – There is a St Neot community facility that could be used for a medication drop as there is no bus service. Liz to discuss with Prescribing Lead GP / Clinical Pharmacist. Also obtain clarification around signing for medication at home deliveries.

Greener Primary Care - Boots: Our Clinical Pharmacist, Julie, has had a discussion with the Store Manager at Liskeard regarding cleanliness and state of Boots in general. Store Manager said she would take note of our concerns and raise them. Practice Manager to discuss with Dr Thornton concerns raised by members regarding prescription processing at Boots.

Check in Screen: Unfortunately, we must change the settings every day to show where patients need to wait (either conservatory or main waiting room) which is not a workable option. If you have a nurse appointment, then wait in the conservatory. For a GP appointment, the main waiting room.

UMBRELLA GROUP UPDATE FEBRUARY MEETING

JW attended on our behalf as Rosedean's representative via Teams online and gave the following report: -

I receive a fortnightly bulletin that is for members of both the Citizen Advisory Panel and patient participation groups across Cornwall and the Isles of Scilly. We are asked to share any news items that may be of interest to our group to help reach as many people as possible.

New hospital signs changes lives of people with a learning disability.

A meeting with Cornwall Council's learning disability team CHAMPs prompted an enormous change in signage at hospitals across the county.

Cilla Long, a patient experience officer for the Cornwall Partnership NHS Foundation Trust (CFT), worked with Ben Law and Nicky Jones from the CHAMPs to review current signage and to see how

improvements could be made for those with disabilities such as learning difficulties, Alzheimer's, or dementia. Soon after, Cilla and the CHAMPs spent time creating self-explanatory signs for a pilot at Bodmin community hospital. Since the signage pilot, Cilla and the patient experience team have received significant positive feedback and are now fitting accessible signage into every hospital across the county.

New Royal Eye Infirmary for Plymouth is taking shape.

People with eye conditions will be able to access a brand-new state-of-the-art facility this year as the building for a new Royal Eye Infirmary is well underway. UHP's new Royal Eye Infirmary on William Prance Road will include theatres, an increased number of treatment rooms and an expanded area for children.

Plans to spend government funding to support people leaving hospital have been agreed.

At a meeting of the Cornwall and Isles of Scilly Joint Health and Wellbeing Board last month a plan on how to spend the money was discussed, with Cornwall Council working closely with NHS Cornwall and Isles of Scilly ICB. Cornwall and the Isles of Scilly have been allocated just over £7m, with £2.3m allocated to the council and £4.7m to the NHS. There are 13 schemes in place that will look at different ways to support the health and social care system this winter.

Have your say on the new Integrated Care Strategy for Cornwall.

A new plan to shape and improve health and care services for everyone in Cornwall and the Isles of Scilly is being worked on and they need help.

The Integrated Care System is launching a survey that will help inform the new Integrated Care Strategy and support the vision to ensure Cornwall and the Isles of Scilly is a great place to be born, live and thrive and grow old.

All Integrated Care Systems will write a strategy that supports the vision for the future and sets out their priorities.

The survey will run until 23:59pm on Monday 27 February 2023 and you can access it on the Let's Talk Cornwall website. To hear more about the events and engagement planned throughout 2023, subscribe to the Let's Talk Cornwall website. <https://letstalk.cornwall.gov.uk/integratedcarestrategy>

Practice Manager will email out more details of the Survey and further information about it in the next week.

Practice Manager thanked JW for attending on our behalf and we look forward to the report from the next meeting.

TALK BY OLIVIA, PRACTICE CO-ORDINATOR

Olivia gave a talk on her role in the Practice. She oversees the clinical rotas for all members of the clinical team including trainees. She also works one day a week as a Patient Adviser. Olivia monitors Patient Access which includes online registration requests (478 in last 12 months), ask reception a question, feedback enquiries, blood pressure results from patients, sicknote requests. 3915 patients have registered to use Patient Access. We have 119 patients who hold proxy access (they have permission to act on behalf of someone else).

Olivia ran an audit for two weeks from 16th January 2023 and in that time, 2,000 patients had interactions with the Practice. We have sent out a patient survey to this cohort of patients to identify if any improvements need to be made with regards to their patient experience.

We do change the way we work according to demand – for example, Strep A in the community has impacted, and we are seeing lots of children with this suspected infection. Any child or adult with suspected Strep A are seen urgently on the day and booked directly into a Face-to-Face appointment by our Patient Advisers.

We have enabled online appointment booking for asthma & COPD reviews and cervical smears via the NHS App or Patient Access. On Wednesdays, there are early morning telephone triage GP appointments from 0700 with Face-to-face appointments from 0730. Cervical smear appointments are also available on a Wednesday from 0730.

All Practices in the last year have been asked by NHS England to review the different types of appointment slots and map them individually so that they can be audited. For example: face to face appointments, telephone triage appointments, cervical smear appointments, childhood immunisation appointments, asthma and COPD appointments, Diabetes appointments.

Online consultations via Patient Triage have increased considerably and patients have reported that since moving to this from eConsult, the process is much easier to use.

We are constantly reviewing our processes and Olivia is an integral part of this as her role is to oversee patient contact and clinical capacity. We do currently have regular locums who work well with the Practice.

In January we received 8,000 telephone calls from patients and alongside online contact via Patient Access and patients coming into the Practice with requests at reception, we need to ensure that our processes and staffing can cope with demand. By regularly gathering data, we can see where the peaks of demand are and then staff the Practice accordingly.

PRACTICE LEAFLET

Our current Practice leaflet is a long and unwieldy document and members were asked to give their feedback. It was agreed that patients do not want to read a lot of information as it can be overwhelming. It should be relevant and concise and should contain information such as appointment information, facilities, clinicians, where to receive additional support with relevant online links, Patient Code of Practice. It was suggested that all the information could be attached to a QR code in each section which can be easily scanned using a mobile device. Practice Manager will take back to the Partners and investigate further.

DEMENTIA FRIENDLY PRACTICE

Practice Manager produced the Alzheimer's Society toolkit "to make General Practice dementia friendly". We will invite Julie Alexander, Social Prescriber, to our next meeting who is involved in supporting our dementia patients and see how we can develop a support leaflet in the first instance and then look at other steps required to meet the standards.

PREMISES EXPANSION UPDATE

We are hoping to submit final planning in April 2023 and are still inviting feedback from patients in our waiting room.

Link to Microsite: [Rosedean House Surgery Expansion - One Medical Group](#)

DATE OF NEXT MEETING

This will be held at the Eliot Hotel, Tuesday, 18th April at 4.00 pm. Items for the Agenda to be sent to Practice Manager at least a week before this date.