

ROSMELLYN SURGERY
ST CLARE MEDICAL CENTRE, ST CLARE STREET, PENZANCE,
CORNWALL, TR18 3DX
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Minutes of the meeting of the Rosmellyn Patient Participation Group
Held at St Clare Medical Centre at 18:00 on 11th November 2022

Present:	Graham Woodworth (Chair - GW)	Patti Evans (Secretary - PE)
	Lorna Nicholas (Practice Manager - LN)	Liz Woodworth (LW)
	Laura Howells (Asst Practice Mgr - LH)	Peter Levin (PL)
	Joy Roskilly (JR)	Ian Lowell (IL)
	Mary Jane Willows (MJW)	Liz Berryman (LB)
	Jan Shearn (JS)	Carol Scott (CS)

**ACTION
BY**

1. Apologies: Di Hillage.

2. Welcome. GW welcomed the members and in particular the new members JR and MJW. All members around the table introduced themselves.

3. Review of the terms of reference. GW handed out an information pack and requested that all members read them and the Code of Conduct through prior to the next meeting. He said that the penultimate fund raising item was to be removed and explained that whilst we as a PPG have no issues with the surgery raising funds it should not be a function of the PPG. He asked that all members review and make comments on the Terms of Reference and the Code of Conduct when they have read it through and thoroughly understood the Confidentiality and Data Protection issues. Please provide your comments by the end of November to the PPG email address (rosmellynppg@gmail.com). Copies of the relevant papers are attached with these minutes. It was thought that the PPG could assist the practice with surveys from time to time. All surveys will be anonymised. Another issue in which the PPG may help is recruitment of new members within other demographics such as young people and mothers with children. PE told the members present that having read through the Cornwall Healthwatch document she thought that Healthwatch offered training for PPG members. LB to investigate, though she opined that the training may be merely an annual meeting to which all Cornish PPGs were invited.

ALL

LB

4. Declaration of Interests. GW declared that since he works for Cornwall Council there may be issues in which he would have to declare an interest. No other members declared any conflicting interests.

**GW & PL
to report**

5. PICF (Penzance Integrated Care Forum) Representation. GW currently attends on behalf of the PPG, also PL under a different guise. Meetings are currently held on Thursdays between 14:00 and 16:00 at Marazion Surgery. If anyone is interested in attending would they please let GW and LN know. LB is a member of Cornwall Healthwatch and can report on their activities at PPG meetings. She said that up to press they had held consultative meetings asking for patient's views in St John's Hall and at other venues such as Helston Market hall.

**LB
to report**

6. Actions from the previous meetings. GW said that this item had been covered by a meeting he had held with the GPs at the practice.

7. What do we want to do as a PPG? The following opportunities were identified:

- Help with the website by reading it through regularly and commenting. LN manages content though the technical side is provided by First Practice Management, an external company. Members to look at usability, is anything missing content wise?
- The PPG can have a noticeboard similar to that which we had when the surgery was based at Alverton. A dedicated member should be delegated to police and update the board.
- Read the screen positioned in the surgery and make any relevant comments to LH.
- Make an action plan as to what we might do to raise awareness of various chronic conditions e.g. Diabetes.
- Prepare leaflets advising where reliable services can be found e.g. Chiropractors, ear wax removal etc. Always ensuring that the leaflets are up to date and include only reputable service providers.
- Help to decide where the surgery may take itself in the future e.g. could Ophthalmology have a place within the Health Centre
- Develop a common understanding of what is meant by Health and Wellness – possibly provided by the GP practitioners.

8. What does the practice want from the PPG? Members felt that so far there is no clear remit from the Doctors and they opined that it would be helpful to have a Doctor at the meetings in future. LN said there could be difficulties with this as the Doctors are still holding clinics at the time of the meetings. ** See addendum below.

9. Website review. Already covered earlier in the meeting.

10. AOB.

- **Continuity of care.** PL told the members that clarification is needed from the Doctors about how they see continuity of care, given that all the GPs work part time. There have been some quite serious consequences for some patients due to lack of continuity (e.g. PE, though this issue is now resolved). MJW said that despite seeing different doctors about one of her issues she had found them very clued up on the matter. LW felt that “part time” was a bit of a misnomer as most Doctors work 3 x 12 hour shifts which is really full time hours. LN told the group that there are now 4 new salaried doctors employed in addition to the Partners and this should hopefully resolve the situation.
- **Car Parking.** JS was concerned about safety as 6 – 8 parking spaces have been blocked off, resulting in cars turning round in limited space, causing problems for pedestrian patients. LN said that she and LH were in constant touch with the Building Manager to resolve this problem, but the surface in those parking spaces has become uneven, causing a safety issue and this would be resolved when the building is finished.
- **Concern regarding chair arrangements within the waiting area** particularly for patients using walking sticks. LN said this would be addressed.
- **Timing of meetings** to be brought forward to 17:30 for future meetings.

The meeting closed at 7pm.

Next meeting will be on 10th January at 5:30 pm

****Addendum** Since the meeting Lorna and Graham have had a discussion with the Partners and they would like the group to consider taking over the running of the TV screens, manage and organise a patient satisfaction survey and get a team of people together that would be happy to look after a Rosmellyn information notice board that could be placed in our waiting area. This will be discussed at our next PPG meeting.