

**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 10am on 22 May 2024**

	<b>Action By</b>
<p><b>1. Present</b></p> <p><b>Welcome and introductions:</b></p> <p>Lorna Nicholls Practice Manager Partner            Lucy Watts Deputy Clinical Systems Manager            Mary-Jane Willows Chairman            Peter Levin Patient PPG Member            Di Hillage Patient PPG Member            Carol Short Patient PPG Member            Derek Thompson Visitor: Patient            Lin Rees Visitor: Sunnyside Practice Manger &amp; Patient Rosmellyn</p> <p><b>2. Apologies:</b></p> <p>Liz Berryman Patient PPG Member</p>	
<p><b>3. Discussion Do Not Attend [DNA]</b></p> <ul style="list-style-type: none"> <li>• Statistics and details of the Clinical Team’s roles had been provided by Laura which will be invaluable in taking this forward.</li> <li>• Lorna explained the limitations of a breakdown of data that could be shared, understandably because of DP regulations and the right to privacy of patients.</li> <li>• It may not be possible or time effective for the GP Surgery to provide more granular detail on the missed appointments.</li> <li>• Early suggestions as to how the PPG might address this were a poster in the waiting room, a bulk text to those who have DNA’d in the past – perhaps last 6 months.</li> <li>• Lorna clarified that if patients are late, they count as DNA.</li> <li>• It would appear, at first glance, that appointments that are booked ahead perhaps for ongoing treatment are most likely to result in DNA’s despite receiving reminders.</li> <li>• Only 80% of patients have signed up to receive text reminders.</li> <li>• The records are only face to face appointments not telephone.</li> <li>• Rosmellyn’s figures are broadly in line with other surgeries.</li> <li>• We have 404 DNAs in the past three months, 78 DNAs for GP appts and 326 non-GP appointments.</li> <li>• Last month’s 129 DNAs appears to be an improvement on the previous two months.</li> <li>• Lorna was keen to have a simple message of the number of appointments/hours that could not be used (clinically) leading to the equivalent number of patients having a longer wait to see a medical practitioner.</li> </ul>	

<p><b>4. Matters Arising:</b>  <b>Updates from Practice Manager:</b></p> <ul style="list-style-type: none"> <li>• Prescriptions by post: Di had drafted a poster which can be displayed on the PPG notice board with one amendment: any reference to a particular service to be removed with guidance to speak to patient's own pharmacist to be added. Di will update and add to notice board removing some leaflets to ensure the board isn't too busy.</li> <li>• Website Update: members were reminded of previous information that had been shared that all GP websites are to be designed and managed in the future by AGIO. All current information will be taken across it is therefore vital that the PPG ensures the information is accurate and up to date before this happens. Some wording has already been circulated and agreed by members.</li> </ul> <p><b>Updates from members:</b></p> <ul style="list-style-type: none"> <li>• Diabetes leaflet has been forwarded to Karen Morris.</li> <li>• Flowers and a card have been delivered to Patti in recognition of 13 years' service to PPG.</li> <li>• Appreciation noted for information re. PPG being included in recent newsletter and printed copies made available in reception. It was generally agreed by members it would be helpful if this continued in the future for the benefit of patients who are unable to access information online.</li> <li>• Notice board: it has been agreed by Partners a second board to be installed at the side of the current one – same size, the current one will continue to be used for general information and maintained, as now, in a neat and tidy manner by all PPG members when visiting the surgery. MJ thanks members for it always being kept tidy to date. Going forward the second board will be specifically for PPG information and current activity e.g. DNA's</li> </ul>	<p>DH</p> <p>MJW &amp; LH</p>
<p><b>5. Suggestion Box:</b></p> <ul style="list-style-type: none"> <li>• As signed off by Partners in meeting of the 10.04.24 the PPG can use a suggestion box but for long periods, just one or two months for specific purposes, to gather a consensus e.g. on DNA's. It will be made clear this is not for complaints.</li> </ul>	
<p><b>6. Review of Dates and times of future meetings:</b></p> <ul style="list-style-type: none"> <li>• It was agreed in the short-term meetings will continue to be held during the day. MJW will discuss with members their availability primarily considering the availability of a room and Lorna/Laura's availability for the quarterly meetings. It was generally felt the alternate meeting could be held elsewhere if a room at St Claires wasn't available.</li> <li>• Mary-Jane spoke about a Young People's Voice group she knew at a previous practice. It met after school in an informal way to chat about their experiences of using the surgery and be able to voice their thoughts and opinions when canvassed on specific issues. This was then fed back to PPG/Practice as relevant. It was felt this could be taken forwards perhaps even by St Claires as opposed to the three individual surgeries. A similar system could be considered for those with disabilities, parents or the elderly.</li> </ul> <p>Note: It may also be possible to access these voices via existing groups e.g. parent and toddler groups.</p>	<p>MJW</p> <p>LN - Partner</p>

<p><b>AOB:</b></p> <ul style="list-style-type: none"> <li>• None raised from those present. Peter did ask about the DNA data however this had already been discussed and his questions answered by LN in full [3 above].</li> <li>• The document Supporting patient engagement and revitalising PPG's, provided by Peter and flyer only circulated prior to this meeting will be on the agenda for discussion at the next meeting, Please open and read full document [40 pages] being realistic about what we might consider implementing at our PPG.</li> </ul>	<p>All</p>
<p><b>7. Date and Time of Next Meeting:</b></p> <p>Members and Practice to be consulted and dates and times for next to be circulated as soon as practicable.</p>	<p>MJW</p>