



## ROSMELLYN SURGERY

St Clare Medical Centre St Clare Street Penzance Cornwall TR18 3DX

Telephone: 01736 330909

Email: KCCG.RosmellynPenzanceITK@nhs.net

Dr C J Rowe, Dr B W Penfold, Dr K L A Tunstall, Dr E A Schwarz

### **Minutes of the meeting of the Rosmellyn Patients' Panel Held at St Clare Health Centre at 6pm on Tuesday 20<sup>th</sup> October 2020**

**Present:** Liz Berryman (LB) Di Hillage (DH)  
Patti Evans (PE) Liz Woodworth (LW)  
Jan Shearn (JS) Graham Woodworth (GW)  
Claire Down (CD) Ian Lowell (IL)  
Carol Scott (CS)  
Katrin Tunstall (KT)  
Lorna Nicholas (LN)

**ACTION  
BY**

#### **Apologies:**

**Minutes of the Previous meeting:** Agreed.

LB asked IL to introduce himself as a new member of the group. CD also introduced herself to the group. CD would like to give something back to the surgery as a Thank you for all the surgery does for her.

**LB**

LB asked how everything has been back at the practice during COVID. LN and KT responded to this. KT explained triage and COVID screening system, access via alternative methods. LN reiterated team spirit, successful flu clinics and some positive staff changes.

**LN/KT**

LB asked re ear syringing as heard from another member of the PPG that we had stopped providing this service. KT confirmed we hadn't stopped the service but haven't been able to restart it as quickly as we would have liked.

DH asked re Day Lewis Pharmacy and collection service due to delay in finding the prescription and 20 minute wait at collection point. GW suggested an alternative service called Echo. KT will notify Day Lewis Manager re delays and ask them to look into this.

**KT/LB**

In-depth chat re patients struggling with loneliness during COVID. KT and LB to feedback to PICF.

**LN/KT**

**Thank you:** LN expressed a massive Thank you to LB on behalf of Staff, Partners and PPG members of Rosmellyn Surgery for her services to the PPG as Chair. LB feels moving forward we need someone on the group with more "energy" and now is the time to progress. LB keen for the group to move forward. LB asked if anyone else would like to chair the group?

**Rosmellyn Surgery Boundary Area:** LN discussed catchment areas with the PPG and how Rosmellyn wish to challenge our hard and soft borders. Rosmellyn will lose patients who have been registered with us for a long time over a staggered process rather than in one go. KT emphasised patients will not be refused to be seen. All agreed the catchment area is far too large and to gradually de-register patients. LN will attach boundary proposal presentation to meeting minutes for the PPG to look at.

**LN/KT**

**Social Prescribing Link Worker involvement:** KT explained these new roles and how they can interact with patients through referral via the practice. SPLW are keen to support the PPG. Agreed to invite Andy and Sylvia to our next meeting.

**The meeting closed just after 7.00 pm. Date and time of the next meeting 19.01.21 at 6pm**

KT