

**ROSMELLYN SURGERY**  
**ALVERTON TERRACE, PENZANCE, CORNWALL, TR18 4JH**  
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**Minutes of the meeting of the Rosmellyn Patients' Panel**  
**Held at St Clare Health Centre at 6.30 on Tuesday 11<sup>th</sup> June 2019**

**Present:** Lorna Nicholas (LN) Sue Williams (SW)  
Katrin Tunstall (KT) Liz Berryman (LB)  
Di Hillage (DH) Barbara Whittaker (BW)  
Jan Shearn (JS) Lis Woodworth (LW)  
Graham Woodworth (GW) Peter Levin (PL)  
Patti Evans (PE)

**ACTION  
BY**

**Apologies:** Carol Scott, Lolita Mills

**Practice Update:** SW said that the move had gone very well, with only minor blips. Patients love the free parking. LB commented on the lack of privacy at Reception which some patients are not keen on. KT commented that the three receptionists have been a good support to each other, especially regarding any aggressive behaviour. People are now actually using the check-in computers and the surgery is actively gaining new patients. The Do Not Arrive statistics are much the same as when the surgery was at the old address. The car parking seems adequate even when meetings are being held in the building. There has been some unauthorised use when the Leisure Centre has a swimming gala on, but the Leisure Centre is now informing the Surgery of the pertinent dates for the galas.

KT reported that the first hernia operation had been performed on the premises by Probus Drs. As yet the conference/consulting rooms are not at full capacity, but it is hoped that when the new Building Manager is in place he will be able to work on a business plan to rectify this. KT would really like to see Outpatients clinics operating in the building. It was agreed that the room rents are extremely reasonable.

There is currently a push with Social Subscribing and it is possible that the venue will be moved to St Clare Health Centre.

The Café is still on the cards, but the receptionists are concerned about the already high noise level and the combined surgeries feel that it may overcrowd the waiting area. She said that they were hoping to "warm up" the waiting area with pictures and possible notice boards.

**PPG Group.** LB felt that we need to promote the PPG within the practice as we are currently not very proactive in recruiting. The PPG needs a statement of Purpose. The PPG needs to know what it can do to help the surgery. SW said that the group were already helping by making comments on the surgery etc. It was felt generally that there is a need to attract a wider demographic of people onto the group. LN said she would put a notice on the screen in reception.

**LN**

LB said she would find out if it was possible for members of the Rosmellyn PPG to visit other surgeries' PPG meetings. There is possibly a meeting of county wide PPGs later in the year in Bodmin.

**LB**

In Kernow there is a pot of money available for a PPG Enabling Fund to support short term initiatives. KT said she would speak to other surgeries to see if we could

**KT**

get the Social Prescribing group into the building.

It was agreed to keep the PPG separate from any "Friends of" the health centre group.

**Using the Reception Area for Health Initiatives.** SW said the surgery had no objection to legitimate organisations using the area for this purpose. LB felt that there should be a notice board regarding things that are going on in the building, so that people are made aware of such events.

**Surgery Website:** GW pointed out some aspects of the Website that needed attention. PE reported that she had used the new website and completely missed the link to the "Waiting Room" because it was in plain text, and instead had clicked on the "Request Repeat Prescription" button. LN said she had an appointment with the website providers and would mention these issues.

**The meeting closed at approximately 7.30 pm. Date and time of the next meeting to be advised.**

LN