

Rosmellyn PPG meeting Wednesday March 9th 2022

Present

Lorna Nicholas, Katrin Tunstall, Liz Berryman, Di Hillage, Carol Scott, Ian Lowell, Peter Levin, Graham Woodworth and Liz Woodworth

Apologies

Claire Down, Jan Shearn and Patti Evan

Lorna started the meeting explaining what the practice had achieved in the last 2 years in terms of the delivery of the COVID vaccination and booster program. Life seems to be returning to some sort of normality for Rosmellyn. Services that the practice were told to stop at the start of the pandemic are now being slowly reinstated. There was a period of staff shortage over the Christmas break when there was an outbreak of COVID, however Rosmellyn seems back to full capacity now, with a full compliment of admin, nurse and HCA staff. Rosmellyn have recently employed three new receptionists, two new nurses and a salaried GP, all of which have settled in well and adapted to Rosmellyn ways of working. Lorna explained one Practice within the building is being CQC inspected next week and anticipates an inspection for Rosmellyn could quite possibly be imminent.

In the last meeting Patti raised an issue with the fact she couldn't access her medical records. Lucy has since done a piece of work on this at practice level using Patti as a Guinea Pig – this is now working. Thank you, Patti! Patients requesting access need to complete an access form and provide relevant ID, access is then granted depending on the level of access the patient requires. Full access only shows data moving forward not historical information.

Di re-raised the issue of ongoing pharmacy delays with Day Lewis which is inefficient and poorly organised – Lorna to ask Katrin to raise concerns with Rosie, Area Manager for Day Lewis.

DI asked if there could be more of a clear advertisement for the process of booking appointments. Can patients book online? When best to call to make a routine appointment? Do we use video consultations and if so, are these consultations recorded? Lorna will look to publish more information in the spring newsletter and will review the information provided on the website.

Graham Woodworth was voted in as Chairman, Liz Berryman Deputy Chairperson and Patti Evans as Secretary. Agreed that moving forward meetings will be held on a Tuesday evening every quarter.

All members thanked Rosmellyn team for the service they have provided throughout the pandemic and continue to provide moving forward. Lorna to feed this back to the team.

Moving forward Graham is keen that the group has more of a purpose and focus. What is it the PPG can achieve? It was suggested a notice board be added to the reception area of which the PPG manages helping to raise awareness of different health issues. Lorna to discuss with the St Clare facilities team.

Peter Levin asked re the progress of ear wax removal within the area. Lorna and Katrin explained that this is currently a formal piece of work which the CCG is reviewing to hopefully put a service in place.

