

**ROSMELLYN SURGERY**  
**ST CLARE MEDICAL CENTRE, ST CLARE STREET, PENZANCE,**  
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**Minutes of the meeting of the Rosmellyn Patient Participation Group**  
**Held at St Clare Medical Centre at 5:30 on 7<sup>th</sup> March 2023**

**Present:** Graham Woodworth (GW) Chair  
Liz Woodworth (LW)  
Liz Berryman (LB)  
Laura Howells (LH) Asst Practice Manager

Di Hillier (DH)  
Carol Scott (CS)  
Peter Levin (PL)  
Patti Evans (PE) Minutes.

Dr Ben Penfold (BP) joined the meeting for the discussion on the Patient Satisfaction Survey

**Apologies:** Lorna Nicholas and Joy Roskilly

**1. Welcome:** GW welcomed the members present.

**2. Minutes of the previous meeting.** GW reported that the Activity Wall Map should be completed by the end of March. It will be on a movable 2 sided board. He said that the artist was just waiting for someone to report back on walking routes as one of the aims was to encourage people to take up walking as a form of exercise. He asked if the walking group were still operating. LB said not, but it could be restarted if there was interest. It could be advertised on the PPG noticeboard.

**3. PPG Noticeboard.** CS said she had been to Bellair clinic looking for leaflets to add to the board but they had said they had nothing suitable. DH had picked up a leaflet on "Winter Warming Advice" from the Lescudjack Centre. She will forward the details of the producer to LB. LW said she had details of a signing choir being held in the area. LB to liaise with LW. LB to investigate re-starting the walking group. The Noticeboard issue is to be revisited at the next meeting.

Dr Ben Penfold joined the meeting at this juncture.

**4. Continuity of Care.** The Patient Satisfaction Survey had highlighted that this was an issue with some patients. PE felt that there was difficulty in being able to see and be followed up by a person's named GP which led to a feeling that the condition was being treated but not the patient. She thought the named GP knew the patient's background and medical history better and was able to prescribe more appropriately. GW queried how many patients were registered. LH said 7,300 but only the partners had their own patient lists. BP acknowledged the problem and told the members that the partners did indeed see continuity of care as important. He felt that the situation would be ameliorated by the appointment of two new salaried Doctors who had joined the surgery. BP said that patients over 75 should be told who their named doctor is and hopefully be seen by that GP. GW asked if there was a weighting of government funding for elderly patients, given the preponderance of elderly in the area. BP said there was, but that it was insufficient. GW asked if there was a short summary of the patient's medical history at the start of their notes. BP reassured that the practice was hoping to get full records online. GW requested BP to feed back the measures that the practice was taking to tackle the issue of continuity at the next meeting.

**5. Patient Satisfaction Survey.** PL queried whether the GPs actually looked at the results of the survey. BP reassured him that they do. The surveys are actually sent

**ACTION  
BY**

**LB**

**DH/LW/L  
B**

**BP**

out by the NHS England to patients selected by them. Apparently 295 were sent out but only 115 were returned completed. This represents only a 39% completion rate. GW felt that the results were not a true reflection of the surgery and that people tended to believe things unless they are refuted directly. He queried whether the same questions could be asked in the online questions sent out subsequent to patients attending the surgery. BP felt that was worth thinking about.

**6. AOB.** PL asked about the website. PE felt that the homepage was rather unattractive and amateur looking. LH said that although it had been produced by a firm of contracted web designers, she was responsible for the content. It was agreed that a member/members of the panel could liaise with Laura to see if improvements could be made and if the content was relevant and up to date. Laura to email the group to set up an initial group to discuss way forward with the website and how the PPG might be able to help

LH

**The meeting closed at 6:35pm.  
Next meeting will be on Tuesday 11<sup>th</sup> July at 5.30pm**