

ROSMELLYN SURGERY
ST CLARE MEDICAL CENTRE, ST CLARE STREET, PENZANCE,
CORNWALL, TR18 3DX
Tel: 01736 330909 Fax: 01736 361009

Minutes of the meeting of the Rosmellyn Patient Participation Group
Held at St Clare Medical Centre at 13:30 on 20th February 2024

	ACTION BY
Present: Laura Howells (Deputy Practice Manager - LH) Mary-Jane Willows (chair - MJW) Patti Evans (Minutes – PE) Carol Short (CS) Di Hilliger (DH) Peter Levin (PL)	
1.Apologies: Liz Berryman, Lorna Nicholas	
2.Minutes of the meeting held on 18th January 2024 and matters arising:	
o Patients Panel Leaflet DH had made a smaller version of the Patient's Panel leaflet and amended the wording to make it more friendly. She said the web content was terrible. LH to email the current web version to the members of the panel for them to work on. LH was asked to advertise the PPG on the Rosmellyn page on Facebook. PE mentioned that there is a national PPG page which may be worth looking at to see what other PPGs do. The PPG email address has been put on the Rosmellyn website.	LH
o Newsletter. The next newsletter is due at Easter. Members of the PPG asked that printed copies be available on Reception. Item to be carried forward.	LH
o Diabetes Leaflet. PE said she had emailed this to Karen Morris but had heard nothing further from her. It was pointed out that sometimes the system blocked emails that came from outside NHS.net. PE to email KT via the surgery email address.	LH
o PPG Noticeboard. Members felt that it was positioned in the wrong place. It's directly in front of the automatic doors. No one sits with their back to the doors as it's too cold and draughty. If people do sit in front of the noticeboard they have their backs to it. Members acknowledged that there are few places it can be displayed and wondered if an A-frame could be acquired. LH to enquire. It was decided to put less on the board and change it more frequently to spark interest. Item to be carried forward.	PE
3. Suggestion Box. LH to ask Laura Nicholas if it is possible to have a suggestion box available for patients. DH has designed a prototype form. It was stressed that the forms were not for complaints and this would be made clear on the form. Its purpose was to open the doors to communication with the PPG.	LH
4. Frequency of meetings. It was decided to have a meeting every 6 weeks on a Wednesday, though alternate meetings would not require surgery input. LH to ask LN if members could have a room at the surgery to meet in.	LH
5. Missed appointments (DNA) This is a big issue that costs the surgery a lot of money and time. LH reported that in the first 6 weeks of 2024 there were 189 DNAs. Agreement is needed from the partners but it was felt that it was an item for the PPG to look at as a project and help if we could. It could be mentioned in the Newsletter,	LH

on the noticeboard, the website and on Facebook. For further discussion once Partners have agreed we can proceed.

6 Prescriptions by post. Service to be advertised on the Noticeboard.

7. AOB. In the future the Secretary must be advised of any items 1 week in advance of a meeting.

Items to be held over for future discussion:

How the surgery works – e.g. when people ring for an appointment how is it decided who to signpost them to.

Cost of unwanted repeat prescriptions.

**The meeting closed at 14:30 - next meeting to be held on
10th April 2024 at 13:30 at Rosmellyn**

**Please meet in reception at 1.20 so we can be taken up together once
everyone has arrived for a 1.30 start.**