



Carnewater Practice Patients Group
Annual General Meeting

on 14th May 2013 at 19.00 at Community Room, ASDA, Bodmin

PRESENT

Barbara Sleep (BL)	Brenda Keen (BK)
Betty White (BW)	Diana Gerry (DG)
Maggi Woods (MW)	Rachael Wilson (RW)
Bernard O'Neil (BO)	Judith Campbell (JC)
Rita Wilson (RWL)	Anthony Hall (AH)
David Eno (DE)	Fiona James (FJ)
Maureen Matthews (MM)	Kevin Marshall (KM)
Dr Emma Langstaff (EL)	Vivienne Legg (VL)
APOLOGIES Carol Miller (CM)	Sally Poxon (SP) Mairead Wheatley (MWB)

RESIGNATION Jain Ritchie

In the absence of the chairperson and deputy, Secretary Brenda Keen took the meeting

Action by

REPORTS

Secretary - BK gave detailed report on the achievements of the CPPG over the last year and outlined the aims of the CPPG for new members

Practice Liaison - JC updated the group of meetings and outcomes in communication with SP, Practice Manager. Meeting arranged with SP, JC and RW had been cancelled due to members personal issues. JC had spoken to SP and apologised for the cancellation, the meeting to be re-arranged.

JC to rearrange mtg

Treasurer - DG reported that no recent transactions had been made and the accounts have been verified by M Frost. A covering letter confirming this had been sent.

MATTERS ARISING

RWL spoke on behalf of the Lewannick surgery and gave an overview of the problems relating to the rural area due to a vast catchment area which included

- difficulties in attending Doctor's / Hospital appointments due to financial issues/transport
- collecting prescriptions / repeat prescriptions which increases in difficulty when repeat prescriptions are incorrect or not complete.

These two main issues lead to transport difficulties and funding issues. The Lewannick surgery are liaising with the management of the "Little Red Bus" with regards to transport to and from the surgery for appointments and the potential of helping in other ways. This is an ongoing issue at present and RWL to lead on this.

MATTERS ARISING continued

RWL reported that SP was aware of these issues and would be updated by RWL when there was anything to report.
 BO passionately spoke of his deep concern regarding the funding for transport

RWL to update SP RWL

<p>to medical appointments and is to continue to work towards resolving this if at all possible.</p> <p>DG told the group that patients receiving Pension Credit are entitled to reduced transport costs to hospitals etc. She also stated that transport is an issue for patients attending the Bodmin surgery. Bo replied that he is very concerned for those on low incomes but not entitled to Pension Credit and that potentially people in need of medical help may not be able to afford transport leading to non-attendance which could then have an effect on their health. All present understood and shared his concerns.</p> <p>The group discussed the ongoing difficulties in getting appointments albeit this has improved a little.</p> <p>EL informed the group that the practice is aware of this problem and are seeking solutions / alternatives. This also applies to missed appointments, i.e. using email and mobile phones to remind people of booked appointments. A new computer system is to be installed on the 27th June 2013, this will include appointments with Nurses which the present system does not. In discussion, the group agreed that use of online systems i.e email & mobiles should free up the telephone lines for those with no other means of communication.</p>	
<p>ELECTION OF OFFICERS</p> <p>Chairperson Maggi Woods Vice Chairperson Carol Miller (not present) Secretary Brenda Keen Assistant Secretary Mairead Wheatley (not present) Treasurer Diana Gerry Assistants Vivienne Legg & M Frost Practice Liaison Judith Campbell Publicity Officer Kevin Marshall Newsletter Rachael Wilson</p>	
<p>ANY OTHER BUSINESS</p> <p>1 BO stated that his concern that Lewannick surgery was not fit for purpose i.e when leaving the surgery, patients step directly into the road and possibly the path of oncoming traffic. EL replied that the practice is actively seeking alternatives and that a previous developer had let them down. She also pointed out that incomplete prescriptions are probably due to stock levels and that Day-Lewis and Boots provide a delivery service for repeat prescriptions. DG and others present have used this in the past successfully.</p> <p>2 It was mentioned that patients have the right to request Consultant appointments nearer ti their homes i.e local hospital clinics (providing adequate facilities are in place).</p> <p>3 JC thanked the Bodmin surgery for the installation of a lift and automatic doors on behalf of the patients attending there.</p> <p>4 DG told the group that there is a bus service from Bodrun to Treliske Hospital which may be useful to some patients and reminded all that Bus Passes are available to those over 60.</p> <p>ANY OTHER BUSINESS continued</p> <p>5 RWL offered formal thanks on behalf of the Lewannick surgery to JR for</p>	<p>ALL BK EL BK</p>

<p>her contribution. JR is willing to advise on any relevant matter / issue.</p> <p>6 EL is seeking volunteers to be present in the surgery at Bodmin to support the receptionists on the 27th June 2013 during the changeover of computer systems i.e. offering reassurance to patients, explaining reasons for any delays. BK to liaise with volunteers and arrange a rota to cover the day and any lunchtime staff changeovers.</p> <p>7 EL said that Sarah Arundel, Primary Care Dementia Practitioner will be looking for volunteers to assist her in groups. Names of those interested should be given to EL who also has JC email address for Sarah Arunde,l as first contact.</p> <p>8 RWL asked for an amendment to the minutes of 19th March 2013. Minutes read she was to organise a coffee morning when this was not the case. Apologies offered.</p> <p>9 BO confirmed that he is a patient at Carnewater Practice.</p> <p>10 SP is on annual leave for the next 3 weeks. (JC to contact EL if needed in her absence)</p>	
<p>BK thanked all present for their attendance.</p>	
<p><u>Date of Next Meeting (DONM)</u> ASDA Community Room Bodmin on 16th July 2013 at 7pm.</p>	