



Meeting: Patient Participation Group Meeting

Date: 21.09.2017

Present: Ian Cary (IC), Marna Blundy, John Rudge, Elisabeth Thomas, Fiona Cock, Joyce Lee, Clive Apsey.

Apologies: Chris Goninan, Dr A Ellery.

AGENDA

- **Apologies**
- **Shaping Our Future coproduction workshops, my cynicism about these, and the changes that are afoot for the NHS in Cornwall**
- **Impact of the loss of community hospital beds on our elderly patients here**
- **Changes to non-emergency transport policy, withdrawal of funding and the impact on our residents**
- **The Dementia Pathway in Cornwall - how is that working out here**
- **Are Carers identified in GP records and what support is given them?**
- **Telehealth Service Consultation**
- **Cape Cornwall Surgery news**
- **AOB**
- **Date of next meeting**

1. Apologies

Received from Dr Ellery and Mr Goninan.

2. Shaping Our Future coproduction workshops, my cynicism about these, and the changes that are afoot for the NHS in Cornwall

This is the new STP. Mrs Blundy has attended the recent workshops and was not impressed by the way the process is being managed. It feels like it is being imposed rather than clinicians/the public being part of a consultation process. Upon attendance at the meeting all attendees were presented with a great deal of written information that should have been provided before the meeting – it being impossible to read it at the meeting and be informed before the debate. Mrs Blundy's view is that the proposed arrangements will be imposed on the NHS in Cornwall and the rhetoric about engagement is simply 'hot air'. Mrs Blundy agreed to feed back at the next PPG ongoing developments.

3. Impact of the loss of community hospital beds on our elderly patients here

All PPG members are concerned about the likely closure of hospital beds. Consensus view is that Edward Hain will not re-open despite indications from local NHS that final decision has not yet been made. West Cwll Hospital it appears is now akin to being a Community Hospital. The lack of Community beds is a problem for RCHT and is resulting in bed blocking which is costing money.

3. Changes to non-emergency transport policy, withdrawal of funding and the impact on our residents

IC gave all members of the PPG a copy of the letter from Kernow CCC setting out proposed changes to the NHS patient transport funding. All agreed that despite narrative in the letter which implied that the funding formula was being made fairer – effectively funding was being cut. Mrs Blundy commented that the ceiling on what TAP was able to charge patients was being removed so the TAP service was being made more expensive. All agreed that patients would suffer and some patients may not attend important appointments because they could not afford transport costs. Mrs Thomas commented that the Douglas Woolcock Bus does take patients to Treiske and charges £28 for the round trip to St Just and this is a door to door service.

4 The Dementia Pathway in Cornwall - how is that working out here

IC explained the service that is offered to the patients of Cape Cornwall Surgery and the Surgery has a dedicated Dementia Nurse assigned to it – Alison Harvey. We also have monthly clinical governance meetings at which GP's review dementia patients. Mrs Lee commented that from personal experience the methodology used to diagnose dementia patients was not that robust because in her opinion patients with dementia can pass memory tests.

5. Are Carers identified in GP records and what support is given them?

Mrs Blundy made the meeting aware of a new carers group in St Just that is already proving to be very popular with those carers who are attending. Mrs Lee commented that she understands that there is also soon to be a carers group in St Just for people with a terminal illness that is being supported by the Hospice. IC explained to the meeting the arrangements that the Surgery has in place to identify carers. IC suggested that it would be helpful to the carers group if they made contact with the Cornwall Carer's organisation to find out what support they can provide to carers. If the surgery is aware that a patient is a carer then they get read coded accordingly.

6. Telehealth Service Consultation

IC explained to the meeting what the Telehealth service was and the reasons given by Kernow CCC for divesting in the service. This decision has not been received well by the Public and as a consequence Kernow CC has opened a public consultation process. All PPG members were made aware of the ways to access the consultation process. Cape Cornwall Surgery has only a small number of patients who are registered with Telehealth.

7. Cape Cornwall Surgery news

IC informed the meeting that Dr Woollett is leaving to move to Exeter and the Surgery will be looking at their GP needs with a view to recruiting a replacement. Dr Freyne has now left and been replaced by another trainee – Dr R Kurtz. Mrs Blundy asked how secure Cape Cornwall Surgery was with the current developments in the NHS - IC replied that the Surgery was currently very stable but this could change very quickly in the current environment if finances or GP resources came under pressure.

8. AOB

None.

9. Date of next meeting.

A date in January 2018 to be agreed.

DRAFT