

Launceston Medical Centre

Patient Participation Group (PPG)

Minutes from the Meeting held online on 17 April 2023 at 6pm

Present: Paul Ford (Chair), Joan Heaton (Vice Chair), Andrew Yardley (Practice Manager), Cym Downing, Janet Ford, Pam Griffiths, Mary Groves, Leighton Penhale, Dawn Rogers, Bonnie Soanes

Apologies: Steve Dymond, Liz L'Estrange West, Cate Harvey, Derek Heelis

Chair's welcome and confidentiality reminder until the minutes are approved

Chair's report: attached

Practice Manager's report:

- newly appointed full-session female GP, Dr Doidge, joining the practice in July
- newly appointed paramedic joining the practice in July
- newly appointed full-time Clinical Psychologist joining the practice through the ARRS (the Additional Roles Reimbursement Scheme)
- recruiting for new HR manager as previous post holder left – thanks extended to Lisa Dymond who helped recruit remote GPs for the practice (13 applications for HR manager post to date)
- Dr Chris Jones is leaving for Neetside Surgery, Bude in June
- 2 full-time GP posts are vacant and being advertised widely
- the practice is using Livi and locum doctors to ease demand but needs to recruit new GPs urgently
- the Health Hub is on plan and funding is safe – the business plan has been amended slightly which has delayed process
- eConsult has been disabled on the website as the practice migrates to Klinik in the next few weeks <https://klinikhealthcaresolutions.com/>
- the practice manager and staff members are visiting other practices to see Klinik in action – this system has had very good feedback from other Cornish practice users and should improve the triage process using clinicians to streamline services

- from 2023 the “[GP contract](#)” will be updated to make clear that patients should be offered an assessment of need, or signposted to an appropriate service, at first contact with the practice. Practices will therefore no longer be able to request that patients contact the practice at a later time”. ([Changes to the GP contract in 2023/24](#))
Klinik should help with this new requirement of GPs
- the partners are meeting to assess the new practice website this week and decide the design of the front page for accessibility
- Electronic Prescribing System (EPS) – the practice is looking at a dispensing system demo

Questions from PPG members: *(Practice Manager responses in red)*

Q. The questionnaire for patients is still live on the website. The last meeting minutes suggested the +200 responses would be analysed and published. Is there a closing date for the questionnaire? (the Practice Manager thanked the questioner for the offer to help collate the data collected – the questionnaire is ongoing for a couple of months while themes are identified and addressed and hopefully the new Klinik system can help solve issues arising)

Q. I have been asked by several patients, who are eligible for the Covid spring booster programme, how they should get their vaccination. The NHS app is only offering venues quite some distance away and not until May (the Spring Covid-19 Booster programme is scheduled to start this weekend for patients aged 75+, the housebound, and nursing home patients – other patients can book an appointment through the NHS app on the NHS website or call freephone 119)

Q. A local resident contacted me to say that they had recently seen a doctor and been told that a referral to a consultant would be made. The patient checked their record and saw that the doctor had placed a referral the same day on their record. On checking some weeks later they saw the original referral reference had gone and another doctor had made a referral dated five weeks later for the same consultant. What explanation is there for this? (the Practice Manager would need to examine specifics and check the audit trail)

Q. I have also been asked for an explanation of how the individual vaccination record on SystmOnline is used and updated. The patient who raised this had a record that included due dates but not actual dates and some of those showed two-part vaccinations where the second jab was due 40 years before the

primary job (the Practice Manager would need to examine specifics and check the audit trail)

Q. e-consult is unavailable on-line. Is there a date for the Klinik system to start? (see Practice Manager's report)

Q. Any update on the new website? (see Practice Manager's report – developers have delivered a draft for appraisal which is very good, and delivery is expected within the next 2 to 3 months)

Q. Website- could this be kept up to date particularly with doctor's information. I have had several calls from doctors who do not appear on the website? (the new website will have a complete list of clinical staff – the current website will be updated in the interim)

Q. The e-consult message was appreciated but why did patients have to keep trying for e-consult for several days before information appeared? Why not continue e-consult until new system is ready? (see Practice Manager's report)

Q. How is the GP surgery alerted to the discharge from hospital of a patient? (the electronic copy of the discharge summary is sent to the GP surgery but there can be a delay of 4 to 5 days processing – it is acknowledged that this gap is not acceptable)

Q. If that patient needs monitoring after hospital treatment, how is that organised by the GP? (the gap between hospital discharge and GP care, and possible prescription alterations in medication, can be stressful for the patient – Intermediate Care is being addressed by the NHS Cornwall and the Isles of Scilly Integrated Care Board (ICB) and the PPG could lobby hard to highlight this gap)

Q. Have the CCTV signs been placed in the practice? (the signs have arrived and will be placed this week)

Q. The PPG funded Dementia equipment for the practice – has this been supplied and placed? (the Dementia signage is in place throughout the practice and the clock will be fixed by the builder at the weekend)

Q. There are 4 seats inside the practice marked Dispensary seats – what is their purpose? (these are seats for patients waiting for medication or with complex

issues which require advice from dispensary staff – they will advise away from the queue)

Q. Dispensary queues are still quite long at some times of day – which times are busy? (feedback from PPG members – early morning, around lunchtime and end of day were often busy times, but around 10am seemed to be queue-free, and it was generally agreed that queues were less of a problem currently)

Q. Had there been any feedback from a meeting with Dr Sant, MD of the N & E Cornwall Integrated Care Area (ICA), re the Memory Café? (Joan Heaton, lay member of the ICA, advised that there was an ICA meeting on 25 April and she would request information/Cym Downing of Launceston Memory Café to attend Dementia Conference in Cornwall on 19 May 2023)

Q. There were some issues with prescriptions - showing medication that was no longer required or not showing medication that was required – some prescriptions needed updating. (the Practice Manager to follow this up)

Q. The disabled toilet doors open outwards – is this a hazard and should there be warning signs? (it was noted that the doors open outwards for the safety of the disabled user and for access in an emergency)

Q. Could PPG members please feedback on experiences of using the NHS 111 service? (noted and to be added to Action Plan by Chair)

PPG Action Plan attached

- The League of Friends Fete is on 8 July 2023 – should the PPG take a table at £15 to promote its work and would PPG members volunteer on the day? PPG members supported the proposal with payment for the table to be deducted from the PPG funds held by Launceston Medical Centre
- The Chair had asked for suggestions for allocating the PPG funds being held by Launceston Medical Centre – the decision was held over until a later date when the snagging list has been completed

Evaluation of meeting:

- the meeting paced well with the timed agenda

- noted that the Minutes of the last meeting were not formally accepted by PPG members – the Minutes are checked for accuracy by the Practice Manager and Chair before distribution to PPG members
- noted that the Action Plan would be better placed at the start of the meeting after presenting the previous Minutes

Meeting closed at: 7.15pm

Date of next meeting: TBA – a date in June 2023 at Launceston Medical Centre

Attached:

Chair's report 7 April 2023

Action Plan for 2023

CEEC report 13 March 2023

CORE20PLUS5 infographic

CAP report 31 March 2023

ICB report 9 March 2023

ICB report 13 April 2023

Chair's Report – LMC PPG - April 7th 2023

The PPG Meeting last month was the first held at our new venue, the reception area at the Medical Centre, and I think that everyone who attended agreed that it was fit for the purpose. We also used a timed Agenda for the meeting and that worked well, and we actually finished the meeting “almost” on time at 7:10pm.

It was decided that we would hold the next meeting online, to give the opportunity for those who can't attend in person to join the meeting. The following meeting will be held at the Medical Centre.

As you are probably aware two members of the PPG have decided to resign, Maureen Amy & Les Whaley, I would like to thank them for their contribution to the PPG and the Community at large, they will be missed.

I would like to ask for your questions for the meeting in writing as soon as possible, so I can get them to Andy to enable him to prepare his responses for the meeting.

You will find attached the Agenda, Minutes from the last meeting, Action Plan, CAP Newsletter, Report on the CAP Meeting for March 31st 2023, Report on CEEC March 2023 & The Core20plus5 Infographic.

Well, that's it, short & sweet this time. I look forward to seeing you all virtually on April 17th at 6pm, the Teams invite will follow in a few days.

LMC - PPG: Action Plan for 2023

Task No.	Start Date	Updated	Task	Nominated Owner of Task	Progress Monitor	Progress Status	Completed
1	22/11/2022	17/04/2023	To aim to increase the PPG membership by age & diversity	Chair	Suggest a sub-group be set up to discuss communications and membership.	On-going	
2	22/11/2022	17/04/2023	To promote and support communications channels with the patients and the Medical Centre.	Chair	Suggest a sub-group be set up to discuss communications and membership.	On-going	
3	17/04/2023		PPG Table at L of F Launceston Hospital Fete - July 8th 2023	Chair	Request for volunteers to assist, prepare literature and aims of engagement.	On-going	
4	22/11/2022	17/04/2023	To press for more dementia support for the Launceston area.	Chair & Vice Chair	CFT informed us that adverts have gone out and are waiting to fill the position, currently being covered by the Camelford Team. JH reporting to the ICB/A.	Awaiting decision	
5	23/01/2023		To press for a Renal Dialysis	Vice Chair	JH to monitor progress through the ICB/A	On-going	
6	24/02/2023	17/04/2023	Progress on LMC Health Hub	Chair	The Health Hub is on plan and funding is safe – the business plan has been amended slightly which has delayed process	On-going	
7	24/02/2023	17/04/2023	How PPG Funds are to be used	Chair	Deferred to next PPG meeting	On-going	
8	17/04/2023		Introduction of the Klinik System	Chair	Currently being investigated by LMC Staff	On-going	
9	17/04/2023		Introduction of the new LMC Website	Chair	The Partners are meeting to discuss the design of the "front" page for website.	On-going	
10	17/04/2023		Introduction of EPS	Chair	The practice is currently researching systems that are available.	On-going	
11	17/04/2023		24 hour Prescription Dispenser	Chair	The practice are visiting another practice to view a demo of the system.	On-going	
12	17/04/2023		Pharmacy queues	Chair	Currently they seem to be better, but still queues at peak times.	On-going	