

Launceston Medical Centre Patient Participation Group (PPG)

Minutes from the meeting at the Medical Centre and via Microsoft Teams Tuesday, 24th May 2022 at 6pm

Present: Paul Ford (Vice Chair), Janet Ford (Secretary), Andrew Yardley (Practice Manager), Joan Heaton, Liz L'Estrange West, Kay Davy, Pamela Griffiths, Claire Symonds, Cym Downing, Andrew Yardley

Apologies: Helen Price (Chair), Patty Taylor, Helen Bailey, Leighton Penhale, Bonnie Soanes, Nigel & Sue Hollingsworth, Jo Keogh

As Helen was unable to attend, Paul chaired the meeting and reminded members that the contents of the meeting remain confidential until the Minutes are signed off by Andy and Helen and/or Paul.

Paul welcomed the two new members, Kay Davy and Pamela Griffiths. He then introduced Robbie Bullett (the Practice's Physiotherapist/First Contact Practitioner) who advised the meeting of her role in the Practice and asked for ideas regarding the title of her role so that patients understood what she has to offer. Her role includes assessing muscles, joint injections, shoulder and pain management. Dr Anthony has mentored Robbie for decades. She works 3 days a week and a colleague for 1 day a week which then frees up doctors and paramedics' time.

Paul suggested patients should explain to the Patient Advisors of any pains and then the patient can be put through to the Physiotherapist. Joan suggested the title could be Physio Therapist Practitioner.

Chair's Report

Hello Everyone,

Again it has been an interesting few weeks since our last meeting. The Steering group looking into the structure and design of the website have yet to meet as at present Andy is busy and will let everyone know when he is available.

The PPG are looking at a leaflet to give to the public to inform them about how the PPG works. Input from all would be appreciated. Once the leaflet is finished and distributed we can hopefully dispel the feeling that the PPG is the words of a patient "is a secret society".

The umbrella meetings continue and at the last meeting two of three surgeries have come back to the fold, although getting people to the meetings seems to be an

ongoing problem for everyone.

There are now 7 surgeries at the meetings and as per usual the problems that patients face are the same as our own.

Pharmacy queues, patients wishing for face to face contact with a GP and ineffective communication in the surgeries.

The social prescribers within the umbrella group are looking at ways to help patients get the most of their contact with a clinician.

They are putting together a checklist of important information for the patient to have ready when the clinician rings back.

Helen Price
Chair LMCPPG

Vice Chair's Report and Governor's Report from Cornwall Partnership NHS Foundation Trust – May 2022

This month has been much the same as previous months, with the exception that we are planning a face to face LMC PPG meeting on May 24th at 18:00 for those who want to attend, but of course we will be offering the opportunity to join us via Microsoft Teams.

Unfortunately, there are still delays at the pharmacy due to staff sickness and isolation. This week I had cause to phone the surgery at 08:40, I had to have 3 goes at actually getting into the queue and at one point I was number 19 in the queue, but, 10 minutes later I was talking to the Patient Advisor and I was advised that Gary the Paramedic would call me, he did within the hour, the next stage was to collect my prescription, when I visited the LMC I joined a queue of 7 people and I waited for about 15 minutes, listening to the conversations in the queue, nobody really complained.

News from CPFT:

Both CPFT and RCHT are still under enormous pressure. Following more than six months of sustained operational pressures on health and care services across Cornwall and Isles of Scilly, it has at last been possible to step down from our critical incident.

There is also ever-growing demand for care home places and care in people's own homes than are currently able to keep pace with, which is still leaving more than 200 people in Cornwall's hospitals every day, waiting to be discharged. This in turn means that although we have reduced ambulance delays, we haven't yet got them down to zero. Demand for mental health support is equally intense and here, too, services remain extremely challenged.

We still have a long way to go to relieve all of the pressures we are under and a big part of that is a major recruitment drive to bring more people into the care sector, so that in turn we can support more people to keep living independently. There are lots of rewarding and secure career opportunities – just give us a call on 01872 324990 or go online at Proud to Care Cornwall - <https://www.proudtocarecornwall.org.uk/> - to find out more

Paul Ford
Vice-Chair

Practice Manger's Report

Andy advised that the dispensary had been struggling to catch up and had been 6 days behind. The staff had daily meetings to move things forward and worked every Saturday to catch up. A new form is being worked on which will be online to offer a Click & Collect service. As at today's date, the dispensary is 3 days behind and Andy expects they will be in full force again soon. Andy said that 2-3 new dispensary staff will be coming in and this will make a big difference.

Cym asked about the fact that Boots the Chemist were stopping supplying blister packs and that people with dementia really needed these. Andy was not aware of this and Cym said she would check with other chemists.

The telephone call rates are high and there are 3 new Patient Advisor trainees. Liz commented that she had to wait 1 hour 25 minutes on a Saturday to get through to the Centre but was "first in the queue" for all that time and got no response. Andy said the phones are not open on Saturdays but he was grateful for this being flagged and will look into it.

Andy went on to say that there is a survey which is going to be sent out in the next 2 weeks and put online about shaping the future.

A new steering group is to be set up to redevelop the current LMC website from scratch. The group will comprise of Joan, Andy, Paul and Steve Fettner.

Andy was delighted to announce that LMC have been awarded £5,000 funding from the CCG to support social prescribing in respiratory functions i.e. COPD and asthma, so would look at running drop in events and hire a venue for this purpose.

Any other business

Cym told the meeting that the Memory Café will be at the Launceston Agricultural Show on 28th July but were being asked to pay £300 for the pitch for the day. She is going to see if the cost can be reduced but was happy to offer the PPG some space in the tent for the day.

She also said about the drop in for coffee & chat for dementia sufferers at the Orchard Centre in Launceston every Tuesday from 10am to 12 noon. Cym also advised about a Dementia conference which she had attended last week which was very successful and had been advised that North Cornwall were getting a dementia nurse. There are now 50 Memory Cafes in Cornwall – the first having been set up and run by Cym in Launceston.

Paul asked about a letterbox in the surgery for the PPG so that patients could drop their letters in for the PPG to deal with – Andy agreed.

Liz advised Andy about a patient who had a bad experience with a doctor and Andy

stressed that he always needs patients to contact him via email, letter or phone so that he can address the matter.

Paul advised that Dawn Rogers had resigned as a member of the PPG and he thanked her for her contribution in the past.

The meeting closed at 7.40 pm

The next meeting will be held in July – date to be advised in due course.