

# **Launceston Medical Centre**

## **Patient Participation Group (PPG)**

**Minutes from the meeting held at Launceston Medical Centre on Wednesday  
22<sup>nd</sup> March 2023 at 6pm**

**Present:** Paul Ford (Chair), Joan Heaton (Vice Chair), Andrew Yardley (Practice Manager), Steve Dymond, Pam Griffiths, Derek Heelis, Leighton Penhale, Dawn Rogers, Bonnie Soanes, Les Whaley

**Apologies:** Maureen Amy, Helen Bailey, Jess Careswell, Liz L'Estrange West, Janet Ford, Mary Groves, Cate Harvey, Jo Keogh, Arthur Nice

**Chair's welcome** and confidentiality reminder until the minutes are approved. PPG members present introduced themselves.

### **Chair's report:**

- chair's report – attached
- report on the EPIC meeting/workshop held at Plymouth University on 8<sup>th</sup> March 2023 which the chair attended as a panel member - attached

### **Practice Manager's report:**

#### **CQC update:**

- CQC inspection report from February 2022 (see LMC website) – '*needs improvement*'
- 6 issues found wanting which have been actioned in a timely manner
- patient monitoring had been done remotely rather than face2face
- CQC inspection occurred during Covid vaccination programme and services were prioritised to accommodate this – also the workforce was 40% depleted at the time
- a focussed CQC inspection to reassess the practice is expected in due course
- morale of patients and staff has been adversely affected by the CQC report which was highlighted in the press recently
- clinical care and mental health services were very highly rated in the CQC report

### ***Health Hub update:***

- Volunteer Cornwall, supported by the NHS Cornwall and Isles of Scilly Integrated Care Board (CIOS ICB) and Cornwall Council, is signing a lease on a property in the centre of Launceston to accommodate secondary health services as preventative community healthcare
- Dr Beks McGill, Clinical Psychologist at Launceston Medical Centre, initiated the project which has been praised as exemplary by the ICB
- funding is time limited, but the project has wide ranging support
- services such as bereavement counselling, health coaching and weight control, diabetic support, and much more are being considered
- when legal matters have been finalised, more information on proposed services will be publicised

### ***GP contract update:***

- changes to the GP contract in 2023/24 set out the requirements of General Practice to improve patient experience and satisfaction
- patients should be offered an assessment, or signposted to an appropriate service, at first contact with the practice
- practices will not be able to request that patients contact the practice at a later time
- the practice is working to comply over the next 12 months but concerned about resources and capacity to fulfil the remit

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

- pharmacy queues – mixed reports re queueing for prescriptions and request to know when the canopy shelter might be erected *(there is a pause on the erection of a shelter, which is being financed by the League of Friends, as a new prescription dispensing machine has been mooted with 24/7 access – post-Covid, patients waiting for prescriptions have a dedicated seated waiting area inside and a ticketing system has been discussed)*
- recent online questionnaire results – when might they be published? *(200 responses are being collated and results will be posted on the website)*

- phoning reception – could the time waiting for one's number in the queue be shortened? (a new phone system is planned for July which should address this issue)
- call back – could this be allocated to an am or pm call back and how many times does a health professional call back before stopping? (3 remote GPs are now working for the practice and can negotiate time slots for patient's convenience/health professionals make 3 attempts to call back before stopping/triage calls determine whether face2face appointment needed/ring back with a GP is possible but not necessarily with the GP of choice/nurses at clinics can book next appointment online)
- Health Hub in Launceston – why cannot this service be provided by the Medical Centre onsite with NHS funding and with ease of parking? (this is a secondary preventative health initiative funded by the NHS and not managed by Launceston Medical Centre)
- Electronic Prescription (EPS) – is there any news? (no further update – waiting on NHS advice)

<https://digital.nhs.uk/services/electronic-prescription-service/switching-on-eps>

- PPG funds held by the practice – are funds to be allocated for benches with backs and arms outside the dispensary? (not a priority at present – PPG to discuss at a later date when Medical Centre has completed snagging work)
- PPG table at Tesco and in Launceston – when is this happening? (no plans as yet but there is a promotional table at Tesco run by Tavistock Area Support Services (TASS) on the morning of 21 April to recruit voluntary hospital drivers)
- Dermatology Consultant – could clinics be held at the Medical Centre monthly? (consultant to check if service might be viable – along the lines of the *echo* clinics – and contact Medical Centre)
- Council Tax discount – patient left form at Medical Centre but no response (patient needs to contact Practice Manager)
- CCTV/GDPR – is Launceston Medical Centre registered with the Information Commissioner's Office (ICO); is there signage onsite informing that CCTV is in operation; is the CCTV policy on the practice website with information on length of time recordings held; does this

apply to audio recording; are ring back calls from the practice recorded and are patients informed; how long are audio recordings held?

(Launceston Medical Centre is registered with the ICO/onsite CCTV signage is on order/CCTV policy is on the website/audio recordings are held for one year/patients are informed that calls are recorded on the website/GDPR applies to all patient interaction with the Medical Centre)  
[https://www.launcestonmedicalcentre.co.uk/documents/patient info/CCTV%20monitoring%20policy%20LMC.pdf](https://www.launcestonmedicalcentre.co.uk/documents/patient%20info/CCTV%20monitoring%20policy%20LMC.pdf)

- appointments can be booked up to 2 weeks in advance – why was this not possible recently? (TBA)
- prescription box is overfull – could it be emptied more frequently? (TBA)
- times of opening – could these be displayed on the entrance doors? (TBA)
- emergency prescriptions – procedure if not at pharmacy of choice and dispensary closed? (if dispensary is closed for training or other reason, it will still dispense emergency prescriptions on demand)
- weight reduction injections – will these be available for diabetic patients? (yes)
- could the PPG agenda post a courtesy notice to inform members that CCTV is operational in the waiting area when we hold a meeting? (yes)

#### **PPG Action Plan:**

- carried over to next meeting due to lack of time

#### **Evaluation of meeting:**

- good format
- time slots focus discussion
- questions sent to the chair in a timely manner before the meeting, and passed on to the Practice Manager for his information, saves both time and duplication, and enables a full response at the meeting

Meeting closed at 7.20pm

Date of next meeting: Monday, 17<sup>th</sup> April

Attached:

- Chair's report
- Epic report
- Integrated Care Board (ICB) March meeting report

## Chair's Report – LMC PPG - March 22nd 2023

I cannot believe how quickly the months have gone by, here we are arriving in spring 2023!

This month the PPG has a change of venue, we will now be holding our meetings in the reception area on the ground floor at the Medical Centre, I certainly hope that you will all find this satisfactory.

You will notice that the agenda format has changed to include a timetable of events. Joan and I have also devised an Action Plan for the PPG, this I hope will evolve over the coming months allowing to us to focus on the projects that we all decide are important to the PPG and the Medical Centre.

At the end of February, I retired from my role as Governor with the Cornwall Foundation Trust, it has been a very interesting six year term and I have seen a lot of changes for the better in that time.

One thing that has been evident throughout that time is what an important role technology and innovation has played in the care of patients. This has been evidenced by a group set up six years ago called the EPIC project set up by the European Regional Development Fund partnering with HM Government and the University of Plymouth they sort to introduce Small and Medium sized Enterprises (SME's) to Health Care Providers.

This project ends in June 2023 as EU Funding runs out, but over the six years they have introduced over 160 companies with many projects being successfully used within this sector. I attended the last meeting last week and I have attached my report that you may find interesting.

I am really looking forward to the coming months as I feel that the LMC is now slowing returning to operating at the pre-COVID level having learnt some very

valuable lessons during that dreadful time. I for one have had cause to contact the surgery twice in a week, first time at 08:30 on a Monday, I got through and waited 10 minutes and spoke to PA and got a face to face appointment at 11:00. I called again on Friday at 11:00, after a very short wait I got a same day appointment at 3:45pm. Things are definitely improving.

## PPG meeting 22 March 2023

### Report on Integrated Care Board (ICB) meeting held online on 9 March 2023

42 ICBs were inaugurated by statute by NHS England on 1<sup>st</sup> July 2022 as commissioning bodies for healthcare.

In Cornwall & the Isles of Scilly (CIOS), the 10 year Plan for Health and Care is due to be signed off at the end of March 2023.

The priorities are:

- discharge from hospital and flow within the system
- urgent emergency care
- intermediate care
- elective recovery
- ambulance queues
- mental health
- autism/learning difficulties
- dementia

The ICB is resolved to look at challenges and understanding and remove bureaucratic barriers and duplication of services.

The ICB is determined to help people stay at home as long as possible with the right care in the right place at the right time.

The Mental Health Act is being revised – addressing the care delivery and detention of people with learning difficulties and autism.

Healthwatch Cornwall has carried out a survey on dementia – results due to be published end of March 2023.

The ICB is formulating a Dementia strategy which is due in April 2023.

Dementia is a crucial part of the life course approach of the ICB to START WELL, LIVE WELL, AGE WELL

- in the next 15 years, dementia could increase by 50% with 25% of our population aged over 65 years – approx. 5000 people are living with dementia in CIOS currently. (Dementia can have a young onset also)
- the ICB is mindful of the effects on people living with dementia and their carers and is determined to educate communities on this growing national challenge – **DEMENTIA IS EVERYBODY'S BUSINESS**
- the stigma, fear and isolation felt by those living with dementia, and their carers and families, needs early intervention - the voluntary sector plans input at local level, training an **ARMY FOR COMPASSION** to support those in need
- Cornwall Council and partners are planning to commission purpose-built dementia care capacity within 3 years
- 3 Admiral nurses are in post and specialist GP posts are pending



Other issues to note:

- CIOS has the 3<sup>rd</sup> highest suicide rate in UK
- a workforce strategy for recruitment and retention, preferably at local level with place focus and community working, is being pursued
- GP resilience must be addressed and supported
- there are ongoing problems with discharge from hospital
- industrial action – management of the impact has been good but elective care has suffered
- there are more apprenticeships in healthcare
- waiting times are reducing slowly – those waiting over 18 months for elective care has fallen by 26%
- focus on children's palliative care
- National Lottery has invested over £33 million in CIOS over the last 5 years – has this made a difference?

The Citizen's Advisory Panel (CAP) held a workshop with ICB leaders on 2 March 2023 to evaluate the place of the citizen voice in the new ICB structure – there is a statutory obligation to enable that voice and a strategy is being devised with the engagement team to ensure realistic and diverse representation spread equally across the 3 integrated care areas (ICAs) of west, central, and north & east Cornwall.

The ICB Engagement and Communications leaders have been presenting vignettes of personal life stories to the ICB which have had a powerful impact. The reality of 'lived experience' of these vignettes has raised the profile across the issues of pain management – there are now 15 Pain Cafes launched so far, health coaching, post-natal depression and the merits of the new Bodmin Diagnostic Centre.

Joan Heaton

## Report on EPIC meeting March 8<sup>th</sup> 2023

The meeting titled “Looking Back, Looking forward”. It was held to celebrate the work that EPIC has undertaken for the last 6 years and as the EU funding stream has come to an end so has the EPIC project.

Over the last six years they have been able to help over a hundred SME’s get funding and bring projects to help the Health and Wellbeing of people living in Cornwall & Devon.

Throughout the day they highlighted some of the companies they have assisted:

**Beluga Pods:** Wellness App platform aimed at reducing loneliness, with a pod-like system to help users align with similar peers - whether centred around shared long term conditions, social circumstances or location. In-built moderation and monitoring functions make this app stand out from the competition, offering suicide prevention and safeguarding features. We use a sophisticated match making system that helps users find friends for a particular reason, whether that is for a hobby, a life changing event.

**Wholesome World:** An App Based platform Wholesome World is a new app that has launched to assist all of your nutritional and home health understanding, alongside pushing the awareness of authorised medicinal research.

**Ocean 3D:** are the UKs’ leading creators of interactive 360° tours, helping people experience new, unfamiliar, or potentially inaccessible locations wherever and whenever suits them. An acknowledged aid to accessibility\*, marketing and many other uses; our App free, browser-based tours can be viewed on almost all Wi-Fi/ 4G connected smartphones, tablets, desktops and Oculus™ headsets.

**Genie Robot:** Assists adults at greatest risk of loneliness with remote care services using a digital companion robot. Its supports social interactions with virtual video calling via the companion application, and connects to family members, carers, healthcare services and other Genie users.

**Help@hand:** Is a Social Prescribing Platform: a directory of health & wellbeing services, a simple, secure Patient Care Manager. It's a curated directory of support services. It is an award-winning App connecting everyone with health & wellbeing support.

**Tango3:** From design to deployment, they offer a flexible agile approach to software development, they specialise in real-time solutions and offer end-to-end solutions. They have an App based system for logging all Defibs in Cornwall.

**Touchbyte:** Is a Safe, secure, keyless and convenient access control. Streamline a person's entry into a location, building or room. Say goodbye to codes, cards, keys, fobs, wristbands and fingerprint scanners. Simply enrol your FACE and access your SPACE.

**AKARA:** Offer a Robotic Disinfection System for hospitals, their system saves a huge amount of time when cleaning rooms.

**T Clarke:** Are a long-established Electronics Company specialising in the installation of "Smart Buildings" they are currently involved in the construction of the new Mothers & Childrens Wing at Treliske and the new ED at Derriford Hospital.

Later in the day two workshops were held, one was about Empowering patients with a focus on mental health, the other was about AI, data science, Machine Learning and Chatbots.

I attended the empowering patients session, we heard from:

**Patient Experience Library** which offers a chance to read all about various topics they are the UK's leading source of insights to patient experience.

**Kensa Health:** Empowering women with the information, support and tools they need to have better conversations with healthcare professionals.

The day finished with a Q & A panel consisting of Judith Stewart from the South West Academic Health Science Network, Richard Wyatt-Haines from HCI Digital, Joy O’Gorman a nurse from the UHP Trust, Mike Trebillcock from Tango3, and me! The main question was “EU funding to support digital health is now finished and we all know it’s a tough world for SMEs to survive. What do you think that we (that is SMEs, health and care service providers, patient groups, and university) can do together to help further develop digital services and products in Cornwall and the Isles of Scilly?

It was obvious that all of the delegates were really interested in keeping the work of EPIC going once the funding stream ran out so now we must all think of the way getting SME’s access to Health Service that could benefit from their inventions. My feeling is we need to involve the ICB and the ICA’s and CAP as it is important that Patients are involved with the whole process.