

Launceston Medical Centre Patient Participation Group (PPG)

Minutes of the Meeting, 21 July, 2016, at Launceston Medical Centre

1. Chairman's welcome and introductions

Chairman Maureen Amy welcomed Dawn Rogers, Cym Downing, Peter Harper (practice business manager), Andy Yardley (website manager), Patty Taylor (secretary), and Les Whaley..

2. Apologies

There were apologies from Pam Davey, Rosemary Bromwich, Steve Dymon, Jo Keogh and Nik Burgess. Les asked for Peter Lawrence to be removed from the committee list because he would no longer be attending meetings.

The meeting sent its best wishes to Jo Keogh and her husband, who is under-going medical treatment.

3. Minutes of last meeting

The minutes were unanimously agreed. Patty reported that an article promoting the role of the minor illness team had been used by the Cornish and Devon Post. Peter reported that results of the CQC inspection in May had not yet been received.

4. Practice Business Manager's report

Expansion plans Peter said that work on preparing the detailed plans needed to apply for planning permission was now 95% complete and it was envisaged that the plans would be submitted to Cornwall Council within two weeks. There was one outstanding issue to be resolved relating to the new road at the side of the building that would link the new and old car parks. That concerned the hedgerow at the side of the premises.

The new layout would see a change to the existing dispensary/reception arrangements and there would be a separate entrance to the dispensary. Although some of the existing consulting rooms would be lost to make way for the new road alongside the building, there would be new ground floor consulting rooms in the new part of the building – giving an overall gain of ten consulting rooms. A new training room, administration area and staff room would be situated on the upper floor.

The ninth form that had to be completed if the funding for the new centre is to be granted by the NHS had been submitted by the deadline of 27 May. There had been no response so far from NHS Kernow. It was estimated that build-time would take about 18 months once work started on site and Peter said that although work would be carried out in the existing building as well as the new build, it was hoped to keep disruption to a minimum.

5. Website Manager's report

Andy reported that in the two months since the surgery had started providing patients with the opportunity to view a summary of their medical records on line, about 50 patients had so far registered for the service.

Called SystemOnline, the new service allows patients to re-order prescriptions and shows them information on:

- medication issued within the last 12 months
- current repeat medication
- past repeat medication (discontinued within the last 6 months)
- allergies and sensitivities.

Andy explained that one of the advantages of using the new facility for ordering prescriptions was that it was quicker and more efficient than the medical centre's existing web service because it linked directly to

the full system used by the medical centre whereas the old system was a stand-alone system .

Because of the personal/sensitive information that could be accessed through SystmOnline, security measures were in operation to keep the data safe. Anyone wishing to register for online service should ring 01566 772131 option 3 > Option 1, and ask to speak to Andy or Charlotte who we will go through the security checks needed to generate a username/password.

6. AOB

Maureen said that at present, when a nurse practitioner needed to ask a doctor to sign a prescription, the nurse practitioner had to stay outside the doctor's door and wait until a patient left. She asked whether there was another way of handling the situation. Peter responded that the situation was not entirely satisfactory, but in practice it was the most practical way of dealing with the situation.

Les asked about the training that reception staff were given when dealing with patients requesting appointments for specific reasons. He quoted a case in which a patient, who was experiencing problems with new medication, was told she would have to wait nearly a month for an appointment with her doctor. Eventually it was agreed that a doctor would call the patient back – the next day. The patient stopped the medication and was told next day by the doctor that that was the right thing to do. Peter, who said there were two new receptionists who might still be unfamiliar with procedures, asked for more details and said he would investigate the matter but added that any concerns about medication could be raised with the pharmacist.

Cym expressed concern about the suggestion aired in the press that patients who have not been seen by a GP for five years might be struck off the surgery lists. Andy said that there was no suggestion that this was about to happen and that should such a rule be introduced, then every effort would be made to contact patients first. Peter added that in the unlikely event that a name was removed, anyone would still be able to make an appointment to see a doctor at the surgery.

7. Date of next meeting

The next meeting will be held at the **Medical Centre on Thursday, September 29, at 6pm**

There being no further business, the meeting closed at 7.20pm.