

# Launceston Medical Centre Patient Participation Group (PPG)

## Minutes of the Meeting, 2 May, 2018, at Launceston Medical Centre

### 1. Chairman's welcome and introductions

Chairman Joan Heaton welcomed Dawn Rogers, Cym Downing, Steve Dymond (vice-chairman), Pam Davey, Maureen Amy, Patty Taylor (secretary), Andy Yardley (practice), Jo Keogh (assistant secretary), Les Whaley (vice-chairman), Rosemary Bromwich, Gill Brown, Paul Ford and Dave Gordon.

### 2. Apologies

There were apologies from Pam Davey, Liz L'Estrange-West and Frances Tippett.

### 3. Minutes of last meeting

Matters arising: Gill asked whether a copy of the Medical Centre's 'DNA' policy could be circulated to members and for the matter to be put on a future agenda for discussion. She said she was interested to find out what caused patients to miss their appointments. There were no other matters arising and the minutes from 22 March, 2018, were agreed.

**Andy to supply secretary with DNA policy and secretary to circulate  
Rosemary and Paul to raise the question of DNA research with CPT**

### 4. Report of the practice manager

#### New build

Andy reported that Peter, the project manager, was in Australia but had provided an update on plans and it was envisaged that work would start in August. Andy circulated a diagram showing the proposed layout of the existing and new building and said the work would be carried out in four phases.

Phase 1 would last about nine months and would consist of the construction of the new build. That work would have zero impact on the practice because the building would be erected independently of the existing building. Phase 2 would last about three months and would see the linking of the two buildings. During this process, the telephony and main server would be moved to the new building.

Phase 3 would take about three months and during that period, one side of the building (housing doctors' consulting rooms) will be closed for refurbishment. However, the doctors will be able to use the new build.

Phase 4 In this three-month period, the remaining rooms will be re-furbished and two rooms at the side will be demolished to provide space for the new road linking the front and back car parks and providing the one-way system for vehicles entering and leaving the medical centre.

#### Staff and patient input into creating the expanded medical centre

The plans were now at a stage where the practice and builders would welcome suggestions from staff and patients, said Andy. An website had been created which allowed staff to log questions and suggestions, and it was proposed that patients should also be given an opportunity to put forward their ideas and comments.

Andy said the website would be developed so that it could also accommodate all questions and suggestions from patients but it would be helpful if the PPG would coordinate the collection of patient input and forward it to the practice. Andy promised that all questions would receive a response.

Suggestions put forward at the meeting included a dedicated phone line; leaflets in the medical centre and information on the screen in the centre. It was agreed that the building sub-group would coordinate and collate patient input.

**Building sub-group to coordinate patient questions/suggestions**

### 5. Discussion on tackling our three priorities for 2018-19

creating a self-help health information data base;  
supporting the expansion project; and  
engaging with young people.

The chairman reported that there had been an informal meeting of officers to consider how best to tackle the challenging workload of the PPG for the coming 12 months. The officers suggested setting up three sub-groups – each to tackle one priority. The sub-groups would draw up a plan for addressing their priority and do the day-to-day work in progressing it. The whole PPG would be regularly updated on progress and issues and all major decisions would be taken by the PPG as a whole. It was anticipated that all members would contribute to the work of the sub-groups, but the sub-groups would take the lead in progressing the work.

Members agreed with this proposal and three sub-groups, with leaders, were appointed:

Building project – Les (lead), Dawn, Patty and Paul

Self-help directory – Joan (lead), Jo and Cym

Young people – Steve (lead), Rosemary and Sam (new member to join).

Jo asked whether there would be funds available to cover the costs of things like printing and Andy said that the medical centre's printer would be available to produce posters, leaflets, etc.

Les said there were difficulties in leaving items for medical centre staff at reception on behalf of the PPG. He suggested medical centre staff be advised that over the coming months PPG members would be supporting the centre during the expansion work and therefore would be leaving information/requesting meetings that were on a professional (not patient) level.

The chairman said that all sub-groups should meet before the next full PPG meeting to define their aims and produce a provisional timetable.

**Sub-groups to meet to decide what we could realistically tackle for each priority, draw up a rough timetable, set aims (and what we have to do to achieve them) and targets for measuring progress.**

## 5. Any other business

### Update on Patient Transport

Les reported that there is no change from Cornwall about not funding the oncology or radio-therapy for patients. In Devon, patients travel for free of pm a 6 week treatment, this may be extended to 10 week treatments instead. However if your doctor is a GP working in Cornwall you will be classified as Cornish. Adam Paynter is going to investigate this matter further. Les will update us.

### July 5th is the 70 Anniversary of the NHS

It is planned to have a stall/display concerning the new extension on July 14th in the Square/ Committee and staff etc. to meet there from 9.30 am. Onwards for a couple of hours.

Discussions re: the arrangements for this will take place. A display for the Medical Centre's future plans will be there.

The discussion supporting this was unanimous.

### St. Luke's Hospice

Concerning the crisis end of life care: the policy for this is still being formulated. We will request that a talk for the PPG take place when the Hospice team is ready.

### Purple Angels

Cym is in contact with group.

### New Nurse appointments

There has been a good response to the advertisements and there are 2 possible candidates at present.

5 Date of next meeting will be Wednesday July 4th at 6.15pm.

The meeting closed at 7.30 pm.

DR. M. L. WELLS  
 DR. J. E. HADDON  
 DR. H. STOECKER  
 DR. C. ANTHONY  
 DR. T. LAVELL  
 DR. R. PARKINSON  
 DR. D. REID




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## Launceston Medical Centre

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## DNA (DID NOT ATTEND) POLICY

### Information

It is very important to us as a practice to maintain good access to clinical appointments. At a time when demand for appointments is high we aim to minimise wasted appointment.

In order to be able to offer patients appointments as soon as possible it is important that all appointment which are booked are attended as unattended appointments could be used by other patients.

### AIMS

- To Free Up Appointments for Patients Who Genuinely Need Them
- To Avoid Wasting Clinician's Time (Both GP's and Nurses)
- To Have Staff be Able To Offer Patients a Wider Choice of Available Appointments

### DNA Policy

A DNA occurs when an appointment is not attended and the Patient has not contacted the Practice in advance to cancel it or where the cancellation is so late as to make it impossible to allocate that time to another Patient who needs treatment. Any appointment cancelled less than 30 minutes before the appointment time will be considered a DNA. The Practice will code this DNA and this will prompt a retrospective check on the number of DNAs recorded against that person.

### DNA 1

Where this is the first occasion, a code will be added to the Patient's medical record and the DNA counted in a monthly search.

### DNA 2/3

Where there is the second/third occasion within 6 months of the first DNA, the Patient will be contacted by the Practice either by SMS or Letter and advised of the missed appointment.

### DNA 4+

On the fourth occasion within 6 month patients will only be able to book into the sit and wait clinic.

### Persistent Offenders

Patients who continually DNA appointments will be discussed at a Practice meeting and may be removed from our patient list