

Launceston Medical Centre Patient Participation Group (PPG)

Annual General Meeting
6:00 pm, March 22nd, 2018
at Launceston Medical Centre

MINUTES

1. Chairman's welcome and introductions

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

2. Apologies

There were apologies from Gill Brown and Elizabeth L'Estrange-West.

3. Minutes of last AGM

The minutes of the last AGM were approved unanimously without any matters arising.

4. Practice Manager's report

Medical Centre expansion plans

Andy reported that Peter Harper, who was continuing to manage the expansion project, was in the process of attending a series of meetings related to the next stages of the expansion. He reported that Peter was optimistic that the work could start in the summer.

Currently discussions were on-going with NHS England regarding the rent it would pay the practice. That was the major outstanding issue and it was hoped it would be concluded by the end of May. If that were the case, then construction could start on the long-awaited expansion by the end of July. The re-build and expansion work was expected to take about a year, meaning that the new facilities should be open by the end of 2019.

Paul asked whether there were any penalty clauses relating to the building project. Andy said that was something for Peter to answer. He hoped to arrange for Peter to take part in the next PPG meeting via webcam.

Andy said that because the practice was already struggling for parking space, it had written to businesses around the medical centre to see whether they could spare spaces for staff to park. Some local homeowners were already kindly allowing staff to park on their properties.

Paul asked whether any decision had been reached on the green land between the road and Kernow House because that could provide additional parking or be used by on-site contractors. Andy said that would be investigated.

The medical centre was now looking at the use of the existing building during the phases of the alterations and new build to minimise, as far as possible, the impact on normal services, said Andy. As well as considering how day-to-day operations would be affected they would also look at communications with patients. Support from the PPG would be welcome during this phase, especially in relation to patient input and ideas in preparation for opening the facilities.

Staffing

A new GP, Chris Jones, would start at the practice in April and work four days a week. Recruitment was in hand for a new nurse.

IT update

Well over 1,000 patients were now using SystmOnline and the focus was on encouraging more to cross from the old system to SystmOnline. Currently there was not a facility for patients to book appointments with doctors because it was considered more important for them to speak to someone first so they could be booked with the most appropriate clinician.

Patients missing appointments

Maureen asked about the current position with 'do not attends'. Andy said the situation was being closely monitored. If patients failed to keep appointments four times in six months, they would then only be allowed to attend the evening sit-and-wait sessions.

5. Chairman's review of the year

Full report attached.

6. Election of officers and committee

Joan Heaton was elected as the new chairman, with Les Whaley elected as a new vice-chair alongside existing vice-chair Steve Dymond. Jo Keogh was elected as deputy secretary with Patty Taylor remaining as secretary and publicity officer.

Committee members elected were: Maureen Amy, Dawn Rogers, Cym Downing, Pam Davey, Paul Ford, and Rosemary Bromwich.

There was a vote of thanks to retiring chair Maureen Amy, who had led the group for the past three years. Joan said: "It will be very hard to fill her shoes. She has been a very strong and capable chair."

Thanks were also expressed to retiring vice-chair Pam Davey who also stepped down after three years.

7. Choosing the key priorities for this PPG for the coming year: suggestions from members

Three priorities for the year ahead were identified. They were:

1. Support the Medical Centre during preparations for/work on the extension;
2. Create a directory giving contacts for 'social-prescribing' activities;
3. Attracting younger members, possibly with the theme of keeping healthy

1. The PPG said its first priority would be to offer the experience and support of members wherever possible to help the medical centre through the demanding process of the re-build and expansion.

2. Andy said that as a result of an increasing emphasis in the health service on 'active signposting' – informing people of activities outside the NHS that could benefit their conditions – the medical centre wanted to set up a directory of local groups and organisations that could help.

These would typically be exercise and social groups or organisations dedicated to supporting those with specific conditions/needs. It was agreed that the PPG would undertake this project and devise a way of collecting the information and creating a database that would be regularly updated.

3. Members felt that the present composition of the PPG did not reflect the demographics of the medical centre's patient community and that thought should be given to attracting wider representation.

8. Recruitment: do we need to recruit more members and, if so, from which sections of the community?

To tackle the third priority, it was agreed that the PPG should look at ways to engage with people below retirement age. Various ideas were suggested: putting information in places like gyms; producing a newsletter, and targeting young people. Paul suggested that a way to engage young people was to offer them something constructive and interesting for their age group to get involved with; for instance running

a campaign to encourage young people to stay healthy.

9. AOB and date of next meeting

Town Council

Some members said they understood that Launceston Town Councillors felt they were in the dark about what was happening at the medical centre. It was proposed that the town council be invited to nominate a representative to attend PPG meetings.

Launceston Hospital

Paul, fresh from a meeting of Cornwall Partnership NHS Foundation Trust, assured the group that Launceston Hospital was not closing and that rumours and postings on social media were completely unfounded.

Travel costs for cancer patients

Les reported that discussions were on-going at national and county level in the saga of funding travel costs for Cornwall cancer patients needing essential treatment – sometimes five times a week – at major hospitals many miles from their homes. He said he would update the PPG when firm information was to hand.

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

The next meeting will be at the medical centre on 2 May at 6.15pm.

(Chairman's report follows over page.)

PPG Chairman's Report for March 22nd, 2018

Thank you all for coming to this meeting.

First of all I would like to thank my committee members and other members of the PPG, with whom I communicate via email, for their stalwart support over the past three years. With your combined efforts we have made the PPG an entity that we hope has helped the LMC and, to some extent, is recognised in the community.

We said good bye to Charles and Isobel Cooper and a tentative farewell to Peter Harper who will continue to advance the extension project from the comfort of his retirement. Peter is and will be sorely missed but we welcome and congratulate Andy Yardley who is now Practice Manger for the LMC. We would like to thank Andy and Peter for the two benches which have been installed outside the front door, and I'm sure many a grateful patient has used them as they waited for a taxi or the front door to be opened. Also thanks to Andy and Peter for the new two Arrivéé monitors and the whole system which took a lot of time and work to install.

Patty and I met with Mrs Buse, the Matron of Launceston Hospital to understand and promote the services provided by the hospital and to explain to Mrs Buse and the League of Friends (LoF) the role of the PPG. We invited any member of the LoF to attend our meetings.

A letter was sent to Cornwall Council on behalf of the PPG giving our support for an Urgent Care Centre to be situated in the hospital.

Les Whaley made us aware of the increased costs of patient transport and a letter was sent to Scott Mann, who raised the issue at a meeting in parliament.

One of the main jobs as a chairman is being a conduit of information from various sources. I try to filter the information and forward as much as possible to the individual PPG members involved or to the whole group. As those of you who have read some of these directives they can be daunting to read and understand.

The building of the medical centre extension has been long awaited and I know that your ideas and concerns will be soon sought so as to make this a truly vibrant and successful project.

Once again my heartfelt thanks for all the support I have received over these years from the PPG and the LMC.

Maureen Amy

Launceston Medical Centre Patient Participation Group (PPG)

Members and committee 2018-18

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