

**Launceston Medical Centre  
Patient Participation Group (PPG)**

**Annual General Meeting  
6:00 pm, on 9<sup>th</sup> November, 2021  
via Microsoft Teams**

MINUTES

**1. Chair's welcome and introductions**

The Chair, Joan Heaton, welcomed Cym Downing, Dawn Rogers, Paul Ford, Janet Ford (Secretary), Liz L'Estrange-West, Andy Yardley (Practice Manager), Bonnie Soanes, Steve Fettner, Helen Bailey, Helen Price, Leighton Penhale, Les Whaley (Vice Chair) joined during the course of the meeting.

Joan reminded everyone of the confidentiality of the Minutes until approved.

Helen Price asked to pass on thanks to Joan, Paul and Janet as well as the other PPG members for everything they have done to date. Also to Andy for his time and support especially at this busy time for the surgery.

**2. Apologies**

Apologies were received from: Steve Dymond who also advised he is stepping down from the PPG. Joan sent our thanks to him for all he does for the PPG and the community.

**3. Minutes of last AGM**

The minutes of the 2020 AGM had been circulated to members and they were accepted as a true record of the meeting.

**4. Practice Manager's report**

Andy thanked Joan and all the PPG Members, who are well respected in the community and talked about in the whole of Cornwall, for their continued support.

Andy continued by advising that the dementia signage has all been ordered and should arrive by Christmas at which point we will enable Patients screens in the waiting room and also the tanoys. The dementia clock has arrived and Andy now needs feedback as to where it should be placed.

Covid clinics are going well and he is getting good feedback. There will be 2 "mop" up clinics at the end of the current vaccination programme to cover those who have missed their vaccinations for flu & Covid booster. There is still a blood bottle tube shortage and at the moment the Centre can only deal with urgent bloods.

The dispensary has a full complement of staff and the queues outside are less. The lead time is still 5 days for prescriptions but at present are managing 3 days. The Patient Advisors are still under a lot of pressure and it is difficult to retain staff. The last three new patient advisors have left relatively quickly because of the pressure. The question of timed ring backs was discussed and Andy advised that it is really down to the Doctors and their schedule during the day. If patients have any issues then they should speak to the LMC direct.

Andy advised the Dr McGill (Clinical Psychologist) has been such a valuable asset to the LMC and

Launceston is ahead of other practices in Cornwall.

Cym raised the issue of dementia patients not dealing with having 1-3 options to choose from when phoning in and Helen Bailey suggested the message sequence could perhaps be changed. Joan & Paul to take this to the PPG Umbrella meeting to see if there were any other solutions. The issue of ease of contacting practices and simplified calls was discussed at the CCG IT workshop so further update may follow.

## **5. Chair's review of the year – attached to the Agenda**

Joan wanted to pass her thanks to Maureen Amy and Patty Taylor who helped her when her husband passed away and encouraged her to take on the role of Chair of the PPG which gave her a purpose in life.

## **6. Treasurer's report**

Janet advised that as agreed at the Extraordinary Meeting, the Bank account will be closed and the relevant forms have been signed and lodged with the bank. Once Janet receives the final statement, she will provide an Income/Expense report to the members at the next meeting. The final cheque for £2,977.58 was handy to Andy who assured the meeting that the funds were ring fenced for patients needs and he would liaise with the PPG as and when items were needed.

## **7. Election of Officers**

Joan had sent out an email requesting votes for the 2 nominations for the position of Chair and some votes had been received. She asked if there were any more votes and there was a show of hands and the outcome was as follows:

Helen Price – 7 votes  
Steven Fettner – 3 votes  
1 abstained

**Helen Price is therefore the new Chair of the LMC PPG with Paul Ford as new Vice Chair (he was the only nomination) and Janet Ford remaining as Secretary.**

Joan then stood down and Helen took over as Chair of the AGM.

## **8. Appointment of auditor**

Although there will not be a need for a Treasurer in 2022, the 2021 Accounts will still need to be audited which Janet Ford (as temporary Treasurer in 2021) will compile. **Helen Bailey put her name forward as Auditor and this was accepted.**

## **9. Amendments to the Constitution**

Joan stated that the need for a Treasurer and Bank account needs to be taken off the Constitution and Les would like to see some progression within it so officers standing down from one position could take up another position. As a few members did not have a copy of the latest Constitution **it was agreed Janet would send a copy to all members and then any amendments would be discussed and decided at the next meeting of the PPG.**

## **10. Choose the key priorities for this PPG for the coming year.**

Steven said the PPG should take into consideration the guidelines from the NHS – 7 areas. Joan

advised that each PPG is unique and Helen Bailey said that all the items have been dealt with by the LMC PPG. Dawn asked if new surveys would be sent out to get patient feedback to which Andy responded they are already going out but he liked the idea of a PPG survey.

After a lengthy discussion **it was agreed:**

- 1. To develop the digital champions project and look at ways of using technology to attract more members, especially younger people**
- 2. To press for more dementia support in the Launceston area**
- 3. To look at development of the website and a form a steering committee.**

## **11. AOB**

Paul (as Chairman of Trewen Parish Meeting) advised there is a Trewen Parish Community Day to be held at the Pipers Pool Community Hub on Saturday, December 11<sup>th</sup>, 2021 from 10am to 2pm and asked for representation by the PPG to answer questions from LMC patients. As no-one volunteered to attend, Paul will represent the PPG.

Helen Bailey suggested it would be helpful for long standing PPG members to sit down with the relatively new members to find out what the PPG has been doing over the years. Helen Price advised she would get back to Steven, Helen and Bonnie.

Cym asked about a Dementia Practitioner as there had been no replacement. Paul offered to find about this in his role as a Governor with the Cornwall Partnership Foundation Trust.

Paul wanted to pass on a big thank you to both Joan and Les for all their hard work.

There being no further business, the meeting closed at 7.30pm

**The Agenda and last year's Minutes are shown below**

## **Launceston Medical Centre Patient Participation Group (PPG)**

**Annual General Meeting  
6:00 pm, on 9th November, 2021,  
via Microsoft Teams**

### AGENDA

- 1. Chairman's welcome and introductions**
- 2. Apologies**
- 3. Minutes of last AGM (attached below)**

4. **Practice Manager's report (at the meeting)**
5. **Chair's review of the year (attached)**
6. **Treasurer's report (attached)**
7. **Election of officers**
8. **Appointment of auditor(s)**
9. **Amendments to the Constitution**
10. **Choose the key priorities for this PPG for the coming year.**

Last year's three priorities were:

1. Support the Medical Centre during preparations for/work on the extension, including fund-raising;
2. Continue to develop the directory giving contacts for 'social-prescribing' activities and to make it widely available
3. Develop the digital champions project with a view to attracting younger members.

#### **11. AOB**

**An additional report from Les Whaley sent to all PPG Members on 8<sup>th</sup> November 2021**

Launceston Medical Centre PPG

Building Group Report for the AGM 9<sup>TH</sup> Nov 2021

As Vicechair of the PPG I was pleased to chair the Building Project Group with Joan Heaton, Patty Taylor, Steve Dymond , Dawn Rogers, Cym Downing and Paul Ford.

The Building Group were able to assist Peter Harper and Andrew Yardley on the planned New Extension and also with the new planned work within in the exciting building, in the hope that there would not have mistakes of the past with poor lighting etc.

The PPG building group were able to feed back views from the Questionnaire leaflet though the Suggestion boxes placed around the town and at Displays at the Launceston Show and at Tesco.

The leaflet title, Your new, improved Medical Centre read all about it and have your say...

The group took on board the many views from patients and brought the suggestions to the PPG meeting and the practice manager in the hope that the views of patients would help the practice build in the views when working with Pollards Construction Team.

We listed the views as follows.

1. More Consulting rooms.
2. More Parking spaces with a one way exit system.
3. A Canopy over the main Entrance helpful when raining.
4. Better high back seating in waiting areas.
5. Dementia Clock and easy to read signage.

6. Automatic doors though to reception.
7. Lounder Speak system wall Screen information update.
8. Hand rails in reception and corridor leading to Clinicians.
9. Water Dispensers in waiting areas.
- 10 . Seating with backs & arms in & outside the Pharmacy for the safety and comfort of people waiting for Prescriptions.

Many of the items listed above have been implemented but I hope items 3,8,9,10 will be taken up again by the new PPG Officers and members with the centre manager as they are the wishes of the patients.

After a lot of hard work over many years by Peter Harper and Andrew Yardley and them working with the PPG and Doners we have a great smart looking centre.

With Covid -19 Pandemic coming in it has brought many challenging problems for the staff at the centre and with concerns of patients to keep safe and well.

Once we go into 2022 I hope we will see patients finding it is easier to phone into the centre and to see a Clinician.

I hope there will be a better way and understanding with staff dealing with patients ,many being elderly who live on their own when seeking medical help when many of them do not have Smart Phones or Laptops , any many have some medical concerns for themselves or partner and many find it hard getting the point over on the phone which is a lot easier at the reception desk, I hope the PPG will be able help patients and the centre with some Digital help.

We must thank the Medical staff for all their help under pressure though the Covid period, but please also thank all of those that have supported the whole of the NHS like Pharmacies, workers supplying our food shops ,Electric & Gas supplies, water supplies along with council staff that all work hard supporting all of us 24/7.

I hope in the future we will be able to see Medical Centres opening on evening a week and 9 to 12 on each Saturday and lets hope we can see some Scans etc being done at local medical centres, if we are to help the Planet we all need to travel less.

I have done 3 years as a committee member and 3 years as vicechair, I wish the new officers well in supporting patients and the Medical Centre.

### **3. Minutes of last AGM:**

**Annual General Meeting  
6:00 pm, on 29 September, 2020,  
Via Microsoft Teams**

MINUTES

## **1. Chair's welcome and introductions**

The meeting started at 6.11 because of technical issues. The chair, Joan Heaton, welcomed Dawn Rogers, Paul Ford, Janet Ford, Gill Brown, Liz L'Estrange-West, Maureen Amy, Andy Yardley (practice manager), and Susan and Nigel Hollingsworth (two new members). Les Whaley and Cym Downing joined during the course of the meeting.

## **2. Apologies**

Apologies were received from: Steve Dymond, Helen Price, Jo Keogh and Pam Davey.

## **3. Minutes of last AGM**

The minutes of the 2019 AGM had been circulated to members. Maureen proposed that they be accepted as a true record of the meeting. Paul seconded and the minutes were approved unanimously.

## **4. Practice Manager's report**

### New build

Andy reported that the new building had opened for use on 4th September and since then staff had been busy moving into the new building and decamping from the south side of the building (everything from the waiting room down). Phase two of the building work had commenced with scheduled completion of the entire project in February 2021. The refurbishment phase was being planned with consideration being given to signage.

### Flu clinics

All eligible patients would be offered the flu vaccination this year. Launceston college had offered use of its sports halls throughout the flu season, which enabled social distancing with plenty of open space. Patients would be contacted in order of priority, shielded patients first) with an invitation to attend one of the clinics.

### Covid-19

The year had been dominated by efforts to manage COVID-19. Early on, the team at the medical centre was very concerned about the supply of PPE (or the lack of). Andy thanked the PPG for campaigning to ensure an adequate supply of PPE and local businesses and patients for their generous donations. The PPG also ensured patients using the medical centre were able to access PPE by purchasing a separate supply especially for that purpose. The practice had adapted during the pandemic and now operated a triage service along with new online consulting services such as e-consult and LIVI. He thanked everyone who had generously given to the practice or the PPG, and said he could not describe what it meant to have the support of the community.

### Routine monitoring

He said the PPG has raised concerns relating to the lack of routine monitoring such as diabetic, asthma and COPD reviews, and this issue would become a priority for the practice in coming months.

### Phone system

The new phone system had increased the number of inbound and outbound lines allowing staff to work remotely when needed.

### New staff

Despite the pandemic, two new GPs, Dr Cate Hall and Dr Stella Uglow, had been recruited - quite an achievement given the national issue relating to GP recruitment. The practice also now had its own social prescriber, Carol Gill, who was currently working with newly diagnosed diabetic and pre-diabetics.

### Prescription delivery service

A successful prescription delivery service had been set up for the most vulnerable patients and currently delivered to 300 vulnerable patients. Fantastic feedback had been received from our grateful patients who welcome the visit from a familiar face with their medication.

### Conclusion

Andy summed up: "Although this period has been the most challenging I have known, I am really pleased there are so many positive aspects to report".

## 5. Chair's review of the year

Because of the Covid-19 Pandemic, Launceston Medical Centre PPG has been unable to hold its AGM in the spring of 2020; instead it was holding an 'e-meeting' to keep members informed of events happening rapidly at Launceston Medical Centre.

### PPG Priorities for 2019-20

The PPG had 3 key priorities last year:

- to support the Medical Centre during its expansion work
- to create a Directory to assist the Social Prescribing initiative
- to attract younger members

### Supporting the medical centre

The PPG had conferred with the practice manager about plans to equip the new build and had contacted neighbours to ensure that they were not being inconvenienced by the building work. The builders, Pollards, had been very considerate.

The Rotary Club offered a grant of £5000 'in principle' to the PPG for dementia-friendly equipment for the new medical centre which was most gratefully accepted. The practice manager would consult with Cym Downing, the PPG member who runs Launceston Memory Cafe, on appropriate equipment. Cym was the recipient of a '60 Over 60' award from Cornwall Council for her community work. The PPG was assisting Cym to lobby for a dedicated dementia professional to serve Launceston.

The East Cornwall Primary Care Network donated £5000 to the PPG from their Patient Access Improvement Fund. This was intended to assist patients access services at the Medical Centre and will be spent on appropriate equipment in the new build.

### Social Prescribing Directory

The PPG received a grant of £250 from East Cornwall PPG Enabling Grant Fund to assist in creating a self-help directory for use by the medical professionals in social prescribing, and to support digital health champions. The PPG compiled a directory which is available in the medical practice and on the website. The PPG would pursue Digital Health Champions when we can meet again safely.

### Attracting Younger Members

The PPG had approached Launceston College and invited students with an interest in a medical career to join the PPG. A student interested in a career in neurosciences and two student nurses at Plymouth University had attended meetings. We hope that our students can attend again when we resume. It was hoped the young people would return when it was safe to hold meetings again.

### Activities during the year

The PPG was invited to give a presentation at the PPG Conference in Bodmin and two PPG members presented a slide show and conducted workshops.

The PPG reviewed its constitution to clarify the handling of confidential matters that might arise in a meeting and reported to the 2019 AGM. Members would be free to discuss the contents of meetings only after the minutes had been circulated.

East Cornwall Primary Care Network, a group of 9 GP Practices including Launceston Medical Centre, qualified to apply for NHS funding for additional projects such as paramedics and social prescribers. The network adopted a software system called LIVY which could be accessed through computers and mobile phones and enable patients to have a virtual consultation with a GP.

CAP (Citizen's Advisory Panel - NHS Kernow) asked members to find out who was responsible for 'safeguarding' at their surgery. The lead at Launceston Medical Centre is Dr Parkinson.

The PPG purchased two MP3 players for the surgery after a talk to PPG members by Jane Moore of Purple Angels, an organisation which spreads awareness of dementia. There was evidence that music had a positive effect on those with dementia, relieving anxiety and evoking happy memories.

During the year, the PPG had a number of interesting speakers.

### Support for the medical centre during Covid-19

The PPG had actively supported the centre throughout the pandemic. The PPG produced a list of organisations to contact for information while patients were isolating at home. This was posted on the Medical Centre Website and various Launceston public notice boards.

Appeals for emergency medical premises and PPE (personal protection equipment) resulted in an avalanche of offers of help from organisations, businesses and individuals throughout the CNA (Community Network Area). A detailed list has been compiled to acknowledge the donors.

### Adapting to Covid-19 conditions

The PPG had held email meetings, enabled by our Secretary, and these have proved remarkably successful. Members have been able to email questions and have responses back.

At the Launceston Town Council Annual Meeting on 25 August, Joan was appointed as the PPG representative on the council and she said that communication throughout the communities would be of paramount importance as we worked through the Covid-19 pandemic.

The League of Friends had supported the PPG most generously this year and the PPG would like to acknowledge this.

### Future activities

Joan suggested that it would be useful to invite the medical centre's social prescriber to attend PPG meetings because healthcare is changing rapidly and we needed to adapt to new ways of accessing healthcare and taking care of ourselves.

### Conclusion

She ended with the hope that patients will be able to access their regular clinics soon in safety and she thanked the medical centre staff for working through adversity during 2020 to maintain our NHS services and PPG members for their commitment and support during a trying and difficult year.

## **6. Treasurer's report**

The audited accounts for January-December 2019 showed income of £700 and expenditure of £24 (on Launceston Show tickets for members to man PPG stand). The closing balance was £676.00

## **7. Chair of building sub-group report**

Les said he was impressed with his tour of the building on 28 of August; the building looked bright with lots of daylight and the lighting layout into a grid ceiling was smart and bright with clean lines which will be easy to maintain in the future. He was pleased to note dimming lighting controls in the rooms and a good emergency lighting coverage and hoped that lighting would be updated in the existing building. He suggested there should be some 13amp sockets with DSB outlets in the surgeries to charge mobile phones and iPads. He congratulated Peter, Andy and staff and Pollards on all that had been achieved.

## **8. Election of officers and committee**

The secretary, Patty, took that chair for the election of chair. Joan was proposed by Paul, seconded by Gill and duly re-elected. Joan resumed the chair and the following officers were elected: deputy chair - Les, proposed by Gill, seconded by Pau; treasurer – Gill, proposed by Patty, seconded by Maureen; secretary – Janet, proposed by Liz, seconded by Gill.

Three committee members were standing down: Maureen, Pam and Jo. It was unanimously agreed to continue with the remaining five committee: Paul, Dawn, Cym, Rosemary and Steve.

## **9. Appointment of auditor(s)**

Paul agreed to continue as auditor for another year.

## **10. Choose the key priorities for this PPG for the coming year.**

Three priorities were identified:

### **1. To support the Medical Centre during preparations for/work on the extension, including fund-raising**

It was unanimously agreed that a first priority was to continue support the medical centre as the building work continued.

### **2. To develop the digital champions project and look at ways of using technology to attract more members, especially younger people**

Maureen suggested that a way of attracting members of all ages would be through developing the PPG as a virtual forum. Liz welcomed that idea.

Gill said the PPG should consider how it could help the medical centre to communicate better with patients. She suggested that 2/3 members get together with Andy to discuss some of the communication issues confronting the medical centre. Andy welcomed the suggestion and, as an

example, said he had received many emails with queries about diabetic and asthma reviews. It would also be helpful to advise patients when the phone lines were likely to be less busy; to that end he would undertake a statistical analysis of phone usage. Gill suggested that it might be possible to introduce something similar to the Google system in which restaurants showed their busy times.

**ACTION – officers to get together with Andy to draw up a plan**

**3. To press for more dementia support in the Launceston area**

There was unanimous support for Joan's proposal to try to get a specialist dementia nurse for the area and to find more ways of providing help to dementia sufferers and their carers.

**11. AOB**

Proposal for officers to approve urgent expenditure up to £200.

Les proposed that the officers of the PPG (being chair, vice chair, secretary and treasurer) be permitted to deal with any urgent purchase up to £200 from the PPG account, as long as all four officers agree, without having to contact all the PPG members at the time but to report to members at the next meeting about the purchase. Liz seconded the proposal. Treasurer Gill said she was not in favour of the proposal because, when the PPG had the ability to call a meeting at short notice, there was no need to put such responsibility on a small group. The proposal was not carried.

Proposal to make a donation to Launceston Voluntary First Aiders

Joan said she had received a request for a donation to support the First Aiders group which had been providing support to the medical centre during the pandemic and which, because fund-raising activities had been reduced, was in need of funds. Andy was in full agreement saying that the group had provided one of its units to the medical centre which was in use in the car park for patients who attended with covid-19 symptoms. The group had also provided volunteers to assist at the first flu clinics for priority patients. Gill said there were funds available that were not ring-fenced for specific medical centre or PPE support. Joan proposed that £200 be donated to the group. Patty seconded and the vote was unanimous in favour.

Letter of resignation from Cllr Dave Gordon (circulated to members)

In his letter of resignation, Cllr Gordon said: "Comments that were openly sent via e-mails from some of the PPG members since March were both ill judged & miss informed, & is in my opinion, unacceptable from Committee members of such a group. And it is for that reason, I no longer wish to be associated with the PPG."

Joan reported that she had acknowledged the letter and thanked Cllr Gordon for the work he had done for the PPG. Dawn said she had found the comments in Cllr Gordon's letter very hurtful and she did not like the tone of the letter. Gill felt that the letter was 'certainly getting at someone'. Paul said that the chair's response to the letter had been handled in the best possible way. No further action to be taken.

Communicating with the community

Paul said that he had been circulating, on social networks, general information received from Andy and asked if that was acceptable. Andy responded that any information of benefit to patients, that had been cleared by him, could be widely communicated.

Feedback from patients about the medical centre

Andy said that he found the patient feedback reported by the PPG to be extremely useful and while he was pleased to be able to help with general enquiries/concerns he was not able to deal with personal cases through third parties unless he had the written consent of the patient. Maureen asked whether patients without access to/use of the internet could get a form. Andy assured her there was a pack on the front desk although, during the pandemic, he preferred to post them. He made the point that he was eager to deal with any complaints because they could initiate change and help the practice improve things.

#### Next meeting

Dawn proposed that the next virtual meeting should be a virtual meeting. This was agreed and the next meeting will be on October 27 at 6pm via Microsoft Teams.

There being no further business, the meeting closed at 7.30pm

#### **4. Practice Manager's report (at the meeting)**

#### **5. Chair's review of the year**

### Launceston Medical Centre Patient Participation Group AGM

9 November 2021

#### Chair's Report

The last PPG AGM took place online on 29 September 2020 because of the Covid-19 pandemic. The new building opened on 4 September 2020 and Andy and the staff had been busy moving into the new area and looking forward to phase two of the refurbishment and the scheduled completion of the whole project in February 2021. That was not to be as Covid-19 infections escalated and Pollards, the building contractor, ceased trading in the summer of 2021. Fortunately the building work had all but completed but there is a snagging list to address. Covid-19 is still with us and infection control has delayed normal business at the practice.

The PPG has continued to support the practice where we can and we have been actively feeding back concerns from patients to the Practice Manager. Sometimes the atmosphere has been particularly febrile when patients have been unable to receive the treatment that they have been used to under normal circumstances. Staff shortages and illnesses have compounded the problems and the inability to plan effectively for clinics during the pandemic has increased anxiety. There has been a great need for understanding on all sides and our communities have rallied round and offered a helping hand through volunteering. Some of our PPG members have been particularly active throughout the pandemic - I would like to mention Les Whaley who has been driving patients to appointments at hospitals, clinics, GP surgeries and vaccination clinics for AgeUK many times a week and in all kinds of weather. Such volunteers are indispensable.

The Covid Vaccination Programme started in 2021 after Launceston Medical Centre staff had completed their mandated training approved by NHS England. Staff were vaccinated themselves at Derriford in January 2021 and then visited the nursing homes to vaccinate residents. Private home visits were made to vaccinate the most vulnerable and infirm patients. Launceston Medical Centre has approximately 1200 patients aged over 80. Pensilva had been chosen as a central hub for the Covid Vaccination Programme in south-

east Cornwall and this choice proved controversial because of difficult accessibility from Launceston. The PPG donated funds to AgeUK to assist with transport costs to the vaccination clinics. Launceston College Sport's Hall soon became available as a vaccination hub and has been a great success - easily accessible to most and spacious and safe in use. The PPG donated a gift of coffee pods and snacks to the staff as a thank you gift. First and second doses of the Covid-19 vaccination have been administered in 2021 and the booster vaccination and 'flu clinics have begun already. The PPG would like to thank all involved in the vaccination programme, staff, volunteers and college. It has been administered superbly.

The grant of £5000 from Launceston Rotary for dementia friendly signage throughout the practice was gratefully received by the Practice Manager from Sandra Maizels, Chair of Rotary. Unfortunately the celebration of Rotary donations at Eagle House Hotel was cancelled due to Covid-19 in the summer. The PPG had been invited to give a presentation of the work at the practice. We would like to thank Launceston Rotary for their generosity in supporting dementia patients in our area. Sandra Maizels also donated another £202 from Rotary funds for a Dementia Friendly clock for one of the new waiting rooms. Cllr John Conway, our Divisional member on Cornwall Council, donated £160 from his Community Chest Fund for another Dementia Friendly clock for the second waiting room in the refurbished medical centre. Our thanks go to him and Cornwall Council for their generosity.

Our PPG member, Cym Downing, runs the Memory Cafe at the Central Methodist Church in Launceston and assists dementia sufferers and their carers in the kindest possible way. The Memory Cafe opened up again in September 2021 and held its 14th birthday party in October 2021, with the Mayor cutting the celebration cake. Although the Memory Cafe was closed for a prolonged period during lockdown, Cym and her volunteers were actively supporting dementia sufferers and carers throughout .

Mental health issues have been highlighted during the pandemic and Launceston Medical Centre has been fortunate to welcome a Clinical Psychologist, Dr Rebecca McGill, to the team. Dr Gill will work closely with the Social Prescriber to signpost patients to appropriate self-help groups. Our PPG Directory is a useful source for signposting to community groups. Launceston Hospital MIU closed without any warning at the end of July 2021 with a proposed reopening date of 1 October 2021. The MIU Campaign Group organised a petition which gathered 1830 signatures and was officially accepted by NHS Kernow. Launceston Medical Centre expressed its thanks for the support of the community as the closure of the MIU meant added pressure on their services.

The PPG has been holding donations from the community and organisations for use in the refurbished building. We received many donations for PPE during Covid. As more

government funding came into the practice, these funds were no longer needed and they were returned with grateful thanks to the donors. The PPG still had funds acquired for equipment for the new build. The Patient Access Improvement Fund had been partly used to upgrade waiting room chairs for patient comfort - high backed and Bariatric chairs. There was still a substantial amount in the account and members voted almost unanimously to close the PPG bank account and transfer all funds to the practice for purchasing equipment for patients. The introduction of bank charges in November 2021 made this the most pragmatic decision. The PPG Constitution will have to be amended duly and we have no more need for a Treasurer. Our thanks to Gill Brown for her excellent work as PPG Treasurer, and to Janet Ford for stepping in as Interim Treasurer when Gill left, and continuing to produce perfect accounts.

Our Constitution requires officers to stand down after 3 years service. Les Whaley and I will be handing over to new officers at the AGM but Janet Ford will still be in post as Secretary to offer continuity. We have had no other nominations for Secretary and we are delighted that Janet will continue to organise PPG affairs so professionally. My personal thanks to Les and to Janet, and Patty Taylor as Secretary before her, for their support and experience which has been such a help to me. The only nomination for Deputy Chair was Paul Ford and we are very pleased to have such a dedicated and committed member as an Officer.

We have had 2 nominations for Chair:

Helen Price is a long-term PPG member and retired NHS District Nurse. Helen came out of retirement to vaccinate patients at the major Covid clinics in Cornwall. She is also active in local government.

Steve Fettner is a new member, joining in September 2021, and is an IT professional. PPG members can send me their preference vote for Chair by email and Janet and I shall present results at the AGM.

Lastly I would like to thank Launceston Hospital League of Friends for their fundraising efforts on behalf of Launceston Medical Centre. They donated two defibrillators to the practice recently and have made many donations in the past. Pam Parnell has served for 49 years on the League of Friends, many years as Chair, and now as President. I would like to congratulate her and hope that the PPG and League of Friends continue to forge strong links in the future to benefit our health services in Launceston. The attached is a piece I wrote for the Friends recently which gives information about their work.



LEAGUE OF  
FRIENDS.docx

Thank you to Andrew Yardley, Practice Manager, for his hospitality to the PPG and I hope we

can all meet in person at the Medical Centre in 2022. Stay safe all.  
Joan Heaton

## **6. Treasurer's report and audited accounts**

At an Extraordinary Meeting held on 18th October 2021, it was agreed to close the bank account and give the remaining funds totalling £2,977.58 to the Practice Manager at the LMC to use for the benefit of the patients. A cheque was handed to Andy on 21<sup>st</sup> October 2021.

Below are the Audited Accounts for the year ending December 2020 prepared by Gill Brown in March 2021 and audited by Paul Ford.

## Annual statement of accounts 2020

### Launceston Medical Centre PPG

#### Income and expenditure 1 Jan 2020 - 31 December 2020

##### Income

|  |          |                 |
|--|----------|-----------------|
| carried forward from 2019              | £        | 676.00          |
| Patient Access Improvement Fund (PAIF) | £        | 5,000.00        |
| PPE appeal                             | £        | 2,715.00        |
| For LMC                                | £        | 200.00          |
| Compensation from HSBC                 | £        | 30.00           |
|  | <b>£</b> | <b>8,621.00</b> |

##### Expenditure

|                             |          |                 |
|-----------------------------|----------|-----------------|
| PAIF                        | £        | 59.00           |
| PPE fund                    | £        | 1,005.60        |
| For LMC                     | £        | 46.99           |
| Non reserved or ring fenced | £        | 200.00          |
|                             | <b>£</b> | <b>1,311.59</b> |

##### Income less expenditure

**£ 7,309.41**

cash in hand

£ -

Cash at bank 31/12/20 carried forward

**£ 7,309.41**

##### Reserved funds

|                                  |   |          |
|----------------------------------|---|----------|
| East Cornwall PPG enabling grant | £ | 226.00   |
| PAIF                             | £ | 4,941.00 |
| PPE fund                         | £ | 1,709.40 |
| For LMC as they see fit          | £ | 153.01   |
| Non reserved                     | £ | 280.00   |

Approved by auditor

Signed



