

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

**Minutes from Microsoft Teams Meeting
Tuesday, 22nd June 2021 at 6pm**

Present: Joan Heaton (Chair), Les Whaley (Vice-Chair), Janet Ford (Secretary & Treasurer), Paul Ford, Dawn Rogers, Helen Bailey, Andrew Yardley, (LMC Practice Manager), Stephen Howard, Liz L'Estrange West, Bonnie Soanes, Claire Symons

Apologies: Helen Price, Nigel & Sue Hollingsworth, Patty Taylor, Davey Green

Joan opened the meeting welcoming the PPG new and current members and reminded members of the confidentiality of the minutes until approved.

Andy introduced Claire Symons, the Social Prescriber for LMC and Tamar Valley Health, and advised that Claire would be working Mondays & Tuesdays at LMC and Wednesdays & Thursdays at Tamar Valley Health. Claire would also be working closely with the Clinical Psychologist signposting patients.

Claire introduced herself and talked about the areas she would be covering i.e. housing, debt problems etc. and would link patients to local services for assistance such as Age UK as one example.

Stephen Howard of V-Learning Net advised that his initiative is to train people to become counsellors to help people with mental health problems. New counsellors have to do 100 hours of clinical practice but during the pandemic this couldn't be done. He advised that they would be providing free counselling services in Launceston and had employed 2 part-time counselling supervisors to monitor ethical practice.

Andy advised that part of the expansion of LMC is to become a training Practice and would be taking on 2 new GPs – 1 in August (part time) and 1 early next year. Dr Anthony and Dr Scott has been designated for training the new GPs and the LMC will be getting an inspection visit on Thursday from a University to see the new building and facilities. Dr Rebecca McGill (Clinical Psychologist) will be welcoming a trainee Psychologist too. Due to covid-19 Launceston is aligned to other GP Practices in that is experiencing an increase in mental health issues at the moment.

Paul asked if we knew where the new GPs were coming from i.e. which University and Andy said a particular University had not been finalised yet.

Andy continued by updating the meeting on the acquisition of furniture and that he had the figures for purchasing the items and would forward these to the Chairman. He said 81 chairs were needed for patients (including 20 highback chairs) within the Practice waiting rooms, dispensary and nurses rooms. He had found an NHS approved supplier for the bariatric chairs.

A lengthy discussion followed about the issue of opting in or out of patient data and Joan advised this had been extended to the 1st September 2021 for submission and

it was a Government initiative. Members advised they were able to opt out via the NHS website but also via a paper form. Concerns were raised about Patients Advisors/Receptionists having access to patient medical records and Andy responded by saying that the LMC as a whole acts as one entity and all staff were trained and followed GDPR rules and were there to support the doctors to run the Practice efficiently for the benefit of all patients.

Andy advised that the staff would only talk to patients but if there was a specific consent on record for a partner or carer etc. to deal with patients' needs then that is acceptable.

The question of face to face appointments was raised and Andy advised that we are still in a Covid situation and still minimising people coming into the surgery. LMC would rather talk to the patient first on the phone to ensure a physical appointment was needed. There have been quite a few complaints and Andy says they need to see how the Practice manages specific patients issues and pass concerns to Sue (Complaints Manager). Andy and Joan to discuss this. Joan has advised people to go via the website. (There is some additional info on our website regarding the appointment process)

Bonnie asked if the NHS Podiatry will be running again as he had left message but never had replies. Andy will look into this as he had not heard of it being a problem.

Andy answered the question of a one way system at the Centre and said it was difficult to organise due to some restrictions during the building work. Also it was requested to have a handrail between the sliding door and the main entrance reception and Andy will look into this.

Andy continued by addressing questions raised and the following replies:

1.Are you able to open the outer doors a few minutes before 8.30am in bad weather?

We are not encouraging patients to come before their appointment time so feel that at the moment, allowing patients to wait in the foyer is not a good idea when we are still trying to reduce footfall where possible. Once the snagging items at the front are finished we may be able to look at what shelter can be provided.

2.When would it be possible to stay open once a week till 7pm for those working and their employers not happy to see them take appointments in working time?

Currently we offer live outside core hours and we have recently restarted our Saturday am clinics. I can take note of this request though there is no immediate plan to offer routine evening clinics. It would be reasonable for employers to allow patients time for appointments during work hours.

3.What is the procedure with the medical centre for patients to have a follow up call when the patient has been in hospital for a few weeks?

This would normally be determined by what's in the discharge summary and what the circumstances are there is no set procedure.

4. When the patient is asked to go for an X ray/blood test what is the procedure by the centre to give the results to the patient?

It depends, abnormal results or when follow ups are required we would contact patient as directed by the clinicians. This may be via letter or phone, sometimes the clinician may contact the patient directly.

5. Are we at the point can a patient see their appointed Doctor for Prescription review?

As we discussed in the meeting, we would try to conduct a prescription review via telephone in the first instance. A face to face appointment can be arranged if needed.

Paul advised that the Cornwall Network Panel had asked for a report on the new LMC building and asked if Andy would be prepared to attend the next meeting to give a report. Andy agreed to attend.

Bonnie raised the question of Health & Safety at the Practice and whether an inspection had been done. Andy had challenged some issue re access in corridors but all corridors have been passed as suitable. Bonnie asked if the disabled toilet door was automatic, and Andy replied no and stated he had never seen an automatic door on a disabled toilet and if there is a stipulation for this then he will go back to the planners. Andy asked Bonnie to provide details of the guidance he is referring to so this can be investigated if needed.

Since the meeting Andy sent the following:

1. We signpost patients to the podiatry service in Treliske or LGH. Contact details below:

- 01872 246838 (podiatry.enquiries@nhs.net)
- 01566 761037

I managed to get through easily on the Treliske number but the Launceston number just rang out. If it's the Launceston number you are trying to get through on maybe it's worth a try to ring the main number on 01566 761000.

2. Re Trainee GPs. Students aren't actually at university anymore, they would have been a junior doctor for two years and will be joining us as part of their specialist training. They could have studied at any university.

3. Clarity re the appointment system we have added some info on the website.

It was agreed that the next LMC PPG meeting would be held on **Tuesday, 27th July, 2021 at 6pm via Microsoft Teams.**

The meeting ended at 7.32 pm