

Launceston Medical Centre

Patient Participation Group (PPG)

**Minutes from the AGM Meeting held on
13 December 2023 at 6pm at Launceston Medical Centre**

Present: Paul Ford (Chair), Joan Heaton (Vice Chair), Andrew Yardley (Practice Manager), Georgie Adams (U3A), Helen Bailey, Cym Downing (Memory Café), Steve Dymond, Janet Ford, Mary Groves, Angela Harris (U3A), Cate Harvey, Dawn Rogers, Bonnie Soanes

Apologies: Jess Careswell, Leighton Penhale, Tom Hume-Rodriguez, Pedro Rodriguez, Liz L'Estrange West

(Dawn Rogers gave her apologies and left for another meeting at 6.45pm)

(Georgie Adams and Angela Harris gave their apologies and left for another meeting at 7pm)

Chair's welcome and confidentiality reminder until the minutes are approved

Chair's report: attached

Minutes & Agenda for last AGM on 22 November 2022:

The minutes of the 2022 AGM had been circulated to members and they were accepted as a true record of the meeting and are available to view on the PPG section of the LMC website

Practice Manager's report:

A new paramedic and new HR Manager have been recruited.

A Dispensary Manager has been appointed inhouse.

Shirley Symonds has left her job as cleaner at the practice after 2 years – thanks were given for her service.

The Dispensary was only 2 days behind on the date above which is a great improvement.

The Practice Manager continues to have regular links with Launceston pharmacies.

There are 5 paramedics employed by the practice now – some have cut back their hours, but the complement of hours overall is not reduced. The paramedics assist the GPs with nursing home visits.

GP recruitment continues to be problematic. There is still a vacancy for a full-time GP. Locum GPs are very expensive. Ill and retiring GPs add to the difficulties.

Dr Scott, GP, has a special interest in Dementia care.

Having a first contact physiotherapist on the staff has been a great help.

It is hoped to start Pharmacist Clinics in the future to assist the GP's workload.

There is a Cancer Support Café at the Orchard Centre on the first Saturday of every month from 10am until noon.

Staff well-being is being supported at the practice by the Clinical Psychologist and team.

Customer service training is scheduled for January 2024 – this is bespoke training for GP practices.

The Patient Survey of July 2023 showed a poor rating for the booking experience at the practice, with patients stating that they could not get an appointment nor get past the Patient Advisors – the 'gatekeepers'.

The feedback from the survey is informing clinic planning.

Klinik – the new online consultation/triage system – is being implemented by the practice and the Practice Manager is visiting GP practices in Wadebridge and Bodmin which are using the system well. With future public engagement of the Klinik system, the practice hopes to improve the patient experience.

The League of Friends Festive Market PPG reviews were positive with good comments.

It was noted that communication regarding pathology results could be clearer to prevent patients being unnecessarily concerned about outcomes. If results were returned as abnormal, they could be flagged up for advice.

Questions from PPG members:

Q. Housing development is increasing in Launceston. Will the Medical Centre be able to cope with additional patients?

A. The Medical Centre was built to serve 25,000 patients. There are approximately 19,000 patients at present.

Q. What is the average ratio of patients to GPs in the UK?

A. The Practice Manager will update the PPG.

Q. Why are patients sent to Specsavers with eye health issues?

A. Specsavers has specialist equipment for eye tests. The new Health Inequality Hub plans to see regular users.

Q. Some patients, especially older patients, would prefer to see a doctor rather than another medical professional for their consultation.

A. All medical professionals at the practice work to their full level of competence and refer to a doctor when needed.

NB. It was noted that patients who were reluctant to see a paramedic or nurse instead of a GP in the first instance were very pleased with their treatment with a paramedic or nurse when accepted. PPG members considered that education and experience were beneficial to patient's confidence in the new way of working in practices.

Q. The National Living Wage (and National Minimum Wage) rate is increasing in April 2024 from £10.42 per hour to £11.44 per hour. Will this affect the practice?

A. Salaries at the Medical Centre are incremented, and rates are fair. Locum GPs are expensive and costs overall have increased. There will be some financial constraints needed.

Q. If a patient registers with the practice, how long does it take to provide a medical assessment? If regular medication is needed, can they be confident that they can be prescribed that medication before an assessment?

A. When a patient registers, normally their electronic medical record is transferred immediately so the patient can request medication straightaway. Occasionally, this transfer does not happen, so we request a profile from the patient's previous Practice to ensure there is a correct audit trail of medication needed. This is all done when the patient is registered so would not require a specific assessment as such.

Q. A patient rang in the morning to request a ring back appointment from a named doctor on a certain day. The patient was informed that it was not

possible to make an advance appointment and must ring back on their certain day. Could the Practice Manager clarify as information was given previously that this facility did indeed exist?

A. *The Practice Manager will follow up this issue with the patient.*

Q. *Could the Klinik tiles be amended as the system can be confusing?*

A. *Options are being considered at different practices with GPs triaging Klinik for better outcomes for patients.*

Q. *The PPG has approximately £3000 ringfenced in Launceston Medical Centre's bank account – will it be allocated to outdoor benches or a canopy as discussed previously?*

A. *Outdoor benches and a canopy were mooted during the pandemic when patients had to queue outside the building. That is no longer necessary. There is some discussion about adding PPG funds to an Automated Medicine Dispenser fund for the practice.*

NB. Georgie Adams and Angela Harris of U3A notified the chair that they would not be attending future PPG meetings as their specific remit was with the Social Prescriber concerning the needs of some of their members. The chair thanked them and expressed regret that they would be leaving us.

PPG Action Plan: attached

Election of Chair, Vice Chair and Secretary

Chair - Paul Ford was proposed by Joan Heaton and seconded by Helen Bailey. Paul was re-elected unopposed.

Vice Chair – Joan Heaton was proposed by Helen Bailey and seconded by Janet Ford. Joan was re-elected unopposed.

Secretary – the position remains open. Joan Heaton agreed to take the Minutes until the position was filled.

To choose the Key Priorities for the PPG in the coming year:

After discussion it was agreed:

- To continue to support Dementia Care in the Launceston area
- To continue to support the development of the practice website
- To support the Health Inequality Hub proposed for Exeter Street

- To support diverse and inclusive participation in the PPG to better inform service development

Meeting closed at: 7.10pm

Date of next ordinary meeting: Wednesday 21 February 2024

Attached:

Chair's Report

LMC PPG Minutes 18 October 2023

LMC AGM Minutes 22 November 2022

Health Inequality Hub Exeter Street

PPG Survey at League of Friends Festive Market 11 November 2023

Social Prescribing Update December 2023

Launceston Medical Centre

Patient Participation Group (PPG)

Minutes from the Meeting held on

18 October 2023 at 6pm at Launceston Medical Centre and Online

Present: Paul Ford (Chair), Joan Heaton (Vice Chair), Andrew Yardley (Practice Manager), Jess Careswell (Social Prescriber), Georgie Adams (U3A), Cym Downing (Memory Café), Steve Dymond, Janet Ford, Pam Griffiths, Mary Groves, Angela Harris (U3A), Cate Harvey, Tom Hume-Rodriguez, Leighton Penhale, Pedro Rodriguez, Bonnie Soanes

Apologies: Helen Bailey, Dr Rebecca Magill, Dawn Rogers

Chair's welcome and confidentiality reminder until the minutes are approved

Chair's report: attached

Practice Manager's report: incorporated in following Q&A

Questions from PPG members:

Q. *Do new patients have GP reviews?*

A. *Yes. New patients fill in a questionnaire and they are asked if they want a GP review. It is a patient choice.*

Q. *A patient requesting ring back from the doctor was told none were available for 2 weeks. The patient was concerned and called 111. They received a call from the GP that day. Is this correct procedure now?*

A. *The Practice Manager needs to know the specifics. Was this an immediate concern or a routine concern? The patient felt it was urgent and called 111. This would then be referred to the surgery as urgent. The Practice Manager considers this to be a communication fail and will investigate.*

Q. *Could we discuss the results of this year's GP Patient Survey?*

A. *The recent GP Patient Survey showed that 24% of patients found it easy to access the surgery by phone. The average for the Cornwall and Isles of Scilly Integrated Care Board (CIOS ICB) is 55% and the average nationally is 50%. The previous survey showed that 18% of patients found it easy to access the*

surgery. The slight improvement could be due to the introduction of Klinik (the new online triage system) and the new telephone system. There is still concern at the low satisfaction rate. Klinik is not advertised widely yet and may improve patient access by spreading the workload throughout the day rather than concentrating on morning access. Klinik can be used to request appointments with all medical professionals at the practice. This will help the practice triage to see the most urgent cases quickly. Once the patient has made their request on Klinik, they will be contacted with a date and time of appointment if required. The patient will no longer be told to call again the next day. The practice is hoping for improvement for patients accessing the surgery and will continue to monitor feedback on this issue.

Q. *What is the status of the feedback given directly by patients to the Practice Questionnaire put out earlier this year?*

A. *There was a survey about services in November 2022 which was published (attached). The Practice Manager will check and update on the later survey.*

Q. *Could Andy discuss the recent CQC inspection results?*

A. *There was an inspection recently to follow on from the February 2023 inspection. The practice regained its GOOD status. It was noted that there was a need to focus on issues raised – some drugs need monitoring closely with checks and reviews, including HRT.*

Q. *The PPG donated funds to AgeUK for transport for Launceston patients during the Covid pandemic. Do we know if there are any funds remaining?*

A. *In January 2021, there was a donation of £500 to LMC PPG for AgeUK TAP to transport Launceston patients to clinics. LMC PPG donated another £250 from PPG funds for same. The PPG funds were given freely but ringfenced by AgeUK for LMC patients. Jess Careswell, Social Prescriber, is following this up with the AgeUK Finance Department.*

Q. *Patients with hearing loss are experiencing difficulty when their names are called in the waiting room, either by tannoy or in person. Could their name and room number for consultation be flagged up on the waiting room monitor as well?*

A. *This is important for accessibility and will be considered.*

Q. Letters posted to patients are often not received in time for appointments. Those patients will miss their appointment and be flagged up as a DNA (Did Not Attend). What can they do?

A. The patient can call in and explain the situation and be allocated another appointment.

Q. At what age does a patient qualify for a review with a named GP for a health review?

A. Patients aged 75 and over have a named GP accountable for their personalised and proactive care to ensure they remain in good health and prevent the need for hospital stays.

Q. From September 2023, the shingles vaccine will become eligible to patients aged 65 and over. What should a patient do if they are not called in for the vaccine and who is at risk?

A. Patients will be contacted by letter from their GP practice when eligible. Anyone who is severely immunosuppressed and over 50 will be eligible also. Shingles can occur at any age, but the risk and severity increases with age and vulnerability such as a weakened immune system. The GP and Practice Nurse can also offer the vaccination during routine checkups. If a patient is concerned that they might have missed the vaccination, contact the practice.

Q. Could the patient's record hold details about their circumstances e.g. being deaf or needing transport to get to the surgery?

A. Clinical conditions will be in the records and the patient can ask at reception about transport needs and be signposted to the Social Prescriber for assistance.

Q. When will prescriptions be produced digitally to make it easier for patients to access their medication?

A. The practice is not yet able to use EPS because of conflicting software. The Electronic Prescription Service (EPS) allows prescribers to send prescriptions electronically to the dispenser of choice of the patient. The practice uses System1 which is not compliant. The practice is exploring RxWeb to save time and queues at the dispensary. The practice meets regularly with local pharmacies and is committed to enabling EPS as soon as it can.

Q. Blister packs are being withdrawn and patients living with dementia especially will be at risk of confusion around their medication.

A. Blister packs are being phased out as they might be missing tablets or include incorrect ones. They are also expensive to use. Surgeries and care homes can look at the individual needs of the patient who might be confused by the change. Some pharmacies are stopping providing blister packs as they take more time to prepare and are costly. Health professionals can assess individual cases and provide blister packs as appropriate.

Q. If a patient requests a call back but then misses that call and calls back in, do they have to restart the whole process again?

A. No. The system will recognise the caller and they will be pulled back into the queue.

Q. The new phone system can be confusing, especially for those living with dementia who find change difficult. If the patient says NO to a call back and then finds themselves in a long queue, there is no prompt to then ask for a call back if you have a change of mind. You must start all over again.

A. The Practice Manager will address this matter to see if it can be changed.

Social Prescriber's Report:

Jess Careswell described her role as Social Prescriber at Launceston Medical Centre.

Jess is full-time at Launceston Medical Centre. She connects patients to support over 3 days a week. She researches need for services in Launceston on the remaining 2 days a week and follows up leads.

Jess has been working with the team at Launceston Leisure Centre to offer low-cost membership on referral from the Medical Centre.

Andi Snook of Launceston Library has obtained funding to cover 16 months free membership at Launceston Leisure Centre, with Jess referring and monitoring eligible patients.

Jess has also obtained a reduced rental at the Orchard Centre, Launceston for a Cancer Support Group, starting on Saturday 4 November at 10am until noon. AgeUK Cornwall and Macmillan Cancer Support are collaborating on the project, offering free refreshments, support and information.

Jess attends the Flu and Covid Clinics as well as the Job Centre and Well-Being events. Both Jess and Andy, our Practice Manager, will be attending the Festive Market in Launceston Town Hall on Saturday 11 November.

Jess signposts patients to appropriate groups and activities in the area. The PPG Directory, which can be found on the Launceston Medical Centre website, lists many local groups such as U3A, the Visually Impaired Club, and many others. The Directory is regularly updated, and groups can contact the PPG with their information for inclusion.

Jess is particularly interested in the Carer's Group which meets every Tuesday at the Orchard Centre to offer peer support and offer activities and information on accessing funding.

Jess and Dr Rebecca Magill of Launceston Medical Centre are working together to initiate a Stroke Support Group to aid rehabilitation. This would run from the proposed Health Equality Hub on Exeter Street (see report attached).

Jess asked if Launceston Town Council could assist by providing parking permits for staff working out of the Hub and clinicians visiting the Hub. There is a public car park on Race Hill, near Exeter Street. Cornwall Council owns that car park, and it was suggested that the PPG contact the Divisional Member for Launceston to carry this request to County Hall. Cornwall Council and NHS Cornwall and the Isles of Scilly are partners on the Integrated Care Board and are working together to mitigate inequalities in healthcare.

PPG Action Plan: attached

Evaluation of meeting: extremely good discussions and the PPG welcomed new members and valued their input greatly.

To note: Launceston Memory Café will celebrate its 16th birthday on Saturday 21 October 2023 from 2pm to 4pm at the Methodist Church on Castle Street.

The PPG will host a stand at the League of Friends of Launceston Hospital and Community Festive Market, Launceston Town Hall on Saturday 11 November 2023 from 10am to 4pm (free entry).

Meeting closed at: 7.15pm

Date of next meeting: Wednesday 13 December 2023

Attached:

Chair's Report

PPG Action Plan

N & E Cornwall Integrated Care Area (ICA) Forum Meeting 26 September 2023

Citizen's Engagement & Equalities Committee (CEEC) Meeting 4 October 2023

Launceston Health Inequality Hub Debriefing Meeting 13 October 2023

Launceston Medical Centre Survey *You said, we listened* November 2022

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

**Annual General Meeting
6:00 pm, on 22nd November, 2022
at the Medical Centre and via Microsoft Teams**

MINUTES

1. Vice-Chair's welcome and introductions

The Vice-Chair, Paul Ford, welcomed Joan Heaton, Cym Downing, Janet Ford (Secretary), Andy Yardley (Practice Manager), Bonnie Soanes, Mary Groves, Pam Griffiths, Cate Harvey, Steve Dymond and Gerd Willetts

2. Apologies

Apologies were received from: Liz L'Estrange West, Helen Bailey, Leighton Penhale, Jo Keogh and Jess Careswell

3. Vice-Chair's Report

This month we must bid a fond farewell to Helen Price our Chair, unfortunately she is having to stand down for health reasons and we wish her well and a very speedy recovery.

Currently the Medical Centre is busy with the COVID & Flu vaccination programme which appears to be going well. The problems at the pharmacy are being addressed and we are led to believe that the situation is improving.

The canopy for the entrance to the pharmacy is in hand and the practice is awaiting final approval for the construction to go ahead, we hope this happens soon. But contingency plans are in place to allow people to wait in the reception area in times of inclement weather.

We have our AGM at this meeting, and we would like to encourage as many members of the PPG to attend in person. I have to point out that we have about 24 members of the PPG but rarely do we get more than eight members attend. I know COVID had a massive effect on attendance figures, with some members not wishing to take part in the on-line meetings, but now we are back to meeting at the Medical Centre I was hoping that more of you would be able to attend.

4. Audited Accounts for 2021

Launceston Medical Centre PPG
Annual Statement of Accounts 2021

Income and expenditure 1 January 2021 to 31 December 2021

Income

carried forward from 2020	£7,309.41
Anon donation for Travel	£500.00
Anon donation for LMC (as they see fit)	£200.00
Donation from Tregadillett Songbirds	£50.00
	<u>£8,059.41</u>


Expenditure

PAIF	£2,600.00
Refund of PPE Fund	£1,600.00
For LMC (as they see fit)	£52.95
Travel expenses (Age UK)	£500.00
Non-reserved or ring fenced	£328.88
To LMC to be held by LMC for LMC/PPG agreed expenditure	
- Bank account closure	<u>£2,977.58</u>
	<u>£8,059.41</u>

Income less expenditure

NIL

Approved by auditor

Signed: 

Name: Helen Bailey

Date: 10.10.2022

5. Minutes of last AGM

The minutes of the 2021 AGM had been circulated to members and they were accepted as a true record of the meeting and are available to view on the PPG section of the LMC website

5. Practice Manager's report

Andy started by thanking the PPG for their help over the last difficult 2 years and was pleased we had a constructive and positive forum. The feedback he receives has really helped him and ultimately the patients.

The issues of the telephone system and dispensary were discussed and Andy supplied a chart to show the number of calls and the peak times i.e. the busiest time is first thing on a Monday morning. Cym advised that she got through immediately when she rang but Bonnie's feedback was that it was worse than ever. Mary felt there were mixed reactions. Andy would like to hear back from patients if they have problems getting through. The maximum number of calls is 20 which is manageable. Andy advised that the message system changes when the maximum is reached. The LMC is currently advertising for one more Patient Advisor.

With regard to the dispensary, there is an action plan in place. The LMC carried out a survey and Andy handed out a sheet showing the results. SMS messages are sent to patients to advise them they can collect their prescriptions from the dispensary. Paul asked about patients getting more medications in one go to cover a few months and Andy replied that the medications are not always in stock. The LMC have twice daily deliveries – but there is a global problem with supply with some items.

Paul asked about medications not appearing on a patient's prescription and Andy said it may be that the Doctor has stopped it or there is a replacement drug. Mary asked about the text message if there is medication missing and Andy advised that a text would not be sent if that was the case.

Paul asked how the Electronic Prescription Service was coming along and Andy said EPS advised a few months ago that it would be happening. **Paul and Joan to lobby the Integrated Care Board (ICB) about this for the LMC. Paul advised he would send a handout to all PPG Members regarding the ICB.**

Joan to also arrange to send notes after the next ICB meeting regarding ambulance delays etc.

Joan raised the issue of patients receiving a letter from the hospital or LMC saying they need tests but then patients have a problem making an appointment at the LMC – Paul suggested a dedicated telephone line for such appointments. Andy said he could look at that.

Joan asked about staffing levels. Andy said the Centre is lucky as they now have an HR Manager, Lisa Dymond and they are trying to recruit another GP as there are 2 leaving before Christmas. He continued by saying the LIVI access has improved and working well with 10 sessions available every week so things can be dealt with remotely. He advised that the downside of LIVI is that it is expensive and creates more admin work. It would be beneficial to recruit GPs to work remotely to replace the LIVI sessions which would save money and would be less admin involved.

Our own Clinical Psychologist - Dr Magill now has an assistant, Emily Ferguson who is also a Clinical Psychologist and there is also two trainees on board. Joan stated that the LMC is a training practice and Andy confirmed that Dr Anthony and Dr Scott were both trainers.

Cym again raised the issue of having a dementia nurse and Joan asked if the Medical Centre could use ARSS (Additional Roles Reimbursement Scheme) to pay for a dementia nurse. Andy advised this

was not an ARSS role. **Paul promised to bring matter up again with Margaret Schwartz, Chair of Governors , CPFT (Cornwall Partnership Foundation Trust) and will report back.**

Andy will invite Dr McGill to the next PPG meeting to get her input and for other LMC staff to come to future meetings to explain their roles in the LMC i.e. paramedic, patient advisor, admin etc.

7. Election of Officers

As Helen Price (Chair) has left the PPG due to ill health Paul Ford (Vice-Chair) took the AGM meeting this year.

The nominations were:

Paul Ford as Chair. **Steve Dymond proposed this nomination and it was seconded by Cym Downing.**

Joan Heaton as Vice-Chair. **Paul Ford proposed this nomination and it was seconded by Janet Ford.**

Janet Ford to remain as Secretary for the time being until a suitable replacement could be found.

8. Choose the key priorities for this PPG for the coming year.

After discussion **it was agreed:**

- a. To aim to increase the PPG membership by age and diversity.**
- b. To promote and support communication channels with the patients and the Medical Centre.**
- c. To try and increase the number of interaction opportunities with patients i.e. have a presence at the Market days.**
- d. To press for more dementia support in the Launceston area**

Paul and Joan agreed to raise the issue of dementia support again with David Wilson, Area Director (Cornwall Partnership Foundation Trust)

9. AOB

Mary asked what the path was if a patient sent an email to the LMC. Andy advised they would be scanned to send to a GP but did state that appointments cannot be requested via email. If a patient has a specific request, it would be better if they telephoned or used e-Consult. Mary also mentioned about regular health checks which were suspended during Covid. These are now back in place and can be done digitally for patients between the age of 40-74 without any existing medical problems.

Joan thinks that the PPG may be able to “share” the Town Council stand when it is in the market square on occasions.

Cym asked about the dementia clocks which are still not in the waiting room and Andy will action this.

There being no further business, the meeting closed at 7.55pm

Chair's Report – LMC PPG – November/December 2023

On November 11th we had a table at the League of Friends Festive Market in the Town Hall, Joan, Steve, Pedro, Tom, and I talked to number of the visitors, and I have attached a report, kindly compiled Pedro, on the comments we received. On the whole feedback was very positive, however, the negatives were really about the issues we are very aware of and are currently being addressed, and we were able to explain this to those visitors. All in all, a very worthwhile event to attend.

At the last meeting a question was asked about the funds given to Age UK for patient transport during COVID and I am pleased to say that from the donations from the LMC-PPG & the Rotary Club 80 free trips provided by the Age UK Transport Service to Launceston Medical Centre's patients for their COVID vaccinations.

I have included a report on the Health Inequalities Hub for you to read. Joan and I attended a meeting of the Community Area Partnership which is made up of representatives from all the Town & Parish Councils in the Launceston and Callington area, which coincidentally covers the Launceston & Tamar Valley PCN. Dr Beks Magill gave an update on the progress of the Hub which was very positively received by all the members of the CAP.

The December meeting is our AGM, so I look forward to seeing you all in your festive jumpers, we have arranged for refreshments by way of a festive celebration so I do hope you will be able to join us.

Thank you all, keep fit and well.

Health Inequality Hub Exeter Street, Launceston

LMC PPG Meeting with Dr Rebecca Magill 13 October 2023

Launceston Medical Centre (LMC) Patient Participation Group (PPG) Chair, Paul Ford, and Vice Chair, Joan Heaton, met Dr Rebecca Magill, Clinical Psychologist at Launceston Medical Centre, for a debrief about the proposed Health Inequality Hub in Launceston.

Dr Magill showed us around the site – the former laundry business on Exeter Street – and explained the layout and the planned services.

Finances:

Public Health England is funding the project over three years. The Cornwall and Isles of Scilly (CIOS) Integrated Care Board (ICB), the commissioning body for health services, has offered a top up fund, and the Cornwall Council Community Levelling Up Programme (CLUP) has offered a grant, approved in principle.

Building Logistics:

The lease on the building will be held by Volunteer Cornwall. Volunteer Cornwall will hold the funds and organise insurance.

The building will need a refit to suit requirements and building quotes have been initiated.

Staffing:

Launceston Medical Centre is interested in starting Drop-In Sessions at the Hub. The Social Prescriber is engaged in this work.

Health and Well-Being Coaches are planned onsite to help high frequency users of Launceston Medical Centre.

Dr Magill is working with the community and Third Sector Providers (Voluntary Services), as well as with acute NHS services at Derriford Hospital and the Cornwall Partnership NHS Foundation Trust (CFT). The latter provides community and hospital based physical, mental health, dementia, children's health and learning disability services for CIOS.

Dr Magill sees the Hub as an essential component in addressing health inequalities in our area. The aim is to work on prevention with support at community level wherever possible, thus easing the strain on our medical services and enabling them to work more effectively at a clinical level.

The Health Inequality Hub will be a community venture, clinically led, and engaging as much volunteer support as needed by Dr Magill.

The Hub is expected to open officially early in 2024. Many groups and organisations have expressed an interest and services will be advertised widely.

Joan Heaton

Launceston Medical Centre



Post your not so
positive comments
here please



Launceston Medical Centre



Post your positive
Comments here
please



Change of dressing
weekend - 2 week
wait, or a phone
call.

Medication
not happy

PATIENTS NOT
INFORMED OF
TEST RESULTS
EVEN WHEN
THERE IS A
PROBLEM

Not being informed
of test results

Poor Communication
Re Test
Results

Not the prescriptions
have not been checked
by any of the pharmacy
in Launceston until
the doctor's pharmacist
told to keep out of
it & date

Please have
a better system
at the pharmacy
for collecting and
checking up
prescriptions so
not all the same
to the same

Better
appointment
booking
system

Always
believe in
yourself
and never
give up

Very positive
I'm 5/5
Blood's better
& am

Lovely kind,
supportive,
knowledgeable,
Dr.

WONDERFUL
*

Excellent
Nurses & Community
Nursing team
Doctors too

After
5 pm
appointments
+ weekends

Really good
Service.
No complaints

Always
EXCELLENT.

Lovely staff -
always helpful.

Seeing a
paramedic
instead of
a Doctor
(CHOICE)

Like the
Ringback
Service

Very good
Service from

Always helpful

Love the
NHS
Full stop

Good Service

Telephone
system
getting
better

Since moving to
the area 2 yrs
ago I have no
complaints about
the system. I have
received from the
medical practice.

Good/efficient
referral for
children/youngsters
health/mental
health services
Kind practitioners



1. Very good service always
2. Very positive – 1 million %
3. Lovely, kind, supportive, knowledgeable Doctors
4. Wonderful
5. Excellent midwife & community nursing team. Doctors too!
6. Lovely staff & always helpful
7. Really good service – no complaints
8. Always excellent
9. Always helpful
10. Like the ring-back service
11. Love the NHS ... full stop!
12. Good service
13. Telephone system getting better
14. No complaints whatsoever!
15. Good efficient referral for children/women's mental health service
16. Kind practitioners



1. Better appt booking system required
2. Better system needed at the pharmacy for collecting and dropping off prescriptions so that everyone is not waiting in the same queue
3. Last 2 lots of meds were not stocked by any of the pharmacies in Lanson. Could Doctors and Pharmacists communicate more to keep stocks up to date?
4. Was misdiagnosed – not happy
5. Change of dressing was told – 2 week wait...or a phone call
6. Patients not informed of test results even when there is a problem
7. Not being informed of test results
8. Poor comms re test results



1. Possibility of having bloods done before 8am (to get to work on time)
2. After 5pm appointments for workers
3. Having the choice of seeing a Doctor rather than a paramedic