

Launceston Medical Centre

Patient Participation Group (PPG)

**Minutes from the Meeting held at Launceston Medical Centre on
8 August 2023 at 6pm**

Present: Paul Ford (Chair), Joan Heaton (Vice Chair), Andrew Yardley (Practice Manager), Cym Downing, Steve Dymond, Cate Harvey, Leighton Penhale, Dawn Rogers, Bonnie Soanes

Apologies: Janet Ford, Pam Griffiths, Mary Groves, Derek Heelas, Emma Jaynes, Arthur Nice

(The meeting was a hybrid meeting but there were problems with the Teams link – apologies to those members who might have been trying to join online)

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

Chair's report: attached

Practice Manager's report:

Staff Update

- Gareth Roberts, Paramedic, will be joining the staff soon – he brings great experience to the team
- Dr Samaya Ayaz, Remote GP, is taking maternity leave
- Dispensary – vacancies have been filled
- Maria Pearce is leaving the Dispensary team after 34 year's service – she will be greatly missed
- Admin team – a new Coder has been appointed
- Patients have welcomed the appointment of specialist role health professionals at the Practice

CQC Update

- A follow up to the last CQC inspection took place on 1st August 2023
- All issues noted at the earlier inspection were covered thoroughly

- CQC has the contact details of Paul Ford, Chair of the PPG, for his feedback
- The Practice should be informed of the inspection results within 4 weeks

Klinik Update

- The new online triage and appointment system is now active on the Launceston Medical Centre website and open from 8am in the morning
- The system is being tested and user feedback has been positive
- There is a same day response
- The Practice is providing the service and allowing it to 'find its own feet' rather than obliging patients to use it

Telephone System Update

- The new system is now in place and feedback is welcome from patients
- Some patients are finding the change of system confusing
- If the queue exceeds 4 callers, it becomes a 'virtual queue', and there will be a call back when the queue reaches zero
- It was suggested that a Step-by-Step Instruction Card be designed to assist users and these could be distributed widely with the help of the PPG

Patient Feedback

- Pharmacies are still finding it difficult to access some drugs leading to serious shortfalls in supplies for patients
- There is concern that delays in supplying some drugs could be dangerous for patients
- Sometimes prescriptions are presented on time but are not ready for collection
- There is confusion about messaging – patients are advised to wait for a text or phone call to inform them that their prescription is ready for collection
- Changes are pending to prevent confusion – the print 'TO BE COLLECTED' on a prescription does not mean that it is ready for collection yet, only that the prescription has been printed and ready to be made up
- It was noted that patients have a right to request treatment from a health professional of the same gender

- It was noted that patients experiencing the menopause or perimenopause could be signposted to the Menopause Clinic by the Social Prescriber

Questions from PPG members:

Q. Is there an update on the new telephone system?

A. See Practice Manager's report above.

Q. Do the Patient Advisors triage patients?

A. Our patient advisors do not triage but they ask for information so that this can be passed to clinicians.

Clinicians will triage and prioritise the call from there.

Our Patient Advisors will signpost to other services as needed.

Q. Is there an update on the Launceston Health Hub and can voluntary organisations make contact to offer their services if required?

A. The Launceston Health Hub has secured funding from Cornwall Council Health Inequalities Fund and the legal documents to secure the site are in the process of being agreed. An Expression of Interest has been made to the Cornwall Council Community Area Partnership (CAP) 'Tamar to Moor' for £50,000 extra funding for future use. The project is being led by Dr Rebecca Magill, Clinical Psychologist at Launceston Medical Centre.

(Apologies to Dr Magill for misspelling her name in previous reports).

NB. A PPG member handed a previous request to the Practice Manager in confidence for a response directly to the patient.

PPG Action Plan: attached

- Request for action to recruit more PPG members from the wider community through visits to schools and colleges locally.
- Request for opportunities to interview members of staff to showcase their role in the surgery.

Evaluation of meeting: a well chaired meeting with a comprehensive report from the Practice Manager and wide-ranging constructive Q & A with members.

Meeting closed at: 7.07pm

Date of next meeting: 18 October 2023

Attached:

PPG Action Plan

Chair's Report

ICB Report 13 July 2023

Chair's Report – LMC PPG – July/August 2023

The next meeting will be held at the Medical Centre in our new spot in the reception area and we will also endeavour to provide a link for members to join us via Microsoft Teams.

I am pleased to report that the League of Friends Fete went very well for all concerned, it was a much larger event than previous years. As you know the PPG was able to have a stand and I am really pleased to say we were able to speak to quite a number of visitors and to glean their impressions of the LMC, we have passed the visitor comments to you all.

I would like to thank Joan, Mary, Janet, and Steve for their help on the day and I was particularly pleased to have Andy come and spend quite some time talking with the visitors.

There will be a League of Friends Christmas Market which I have already put the PPG's name down to attend, I feel this kind of event really allows "us" to chat to the community and get their views on how the LMC is performing.

Earlier this month I was fortunate enough to attend the NHS 75 Celebrations at Westminster Abbey and I believe I circulated that report a couple of weeks ago, my, how July has sped past. Over last couple of days I have attended the somewhat "soggy" Launceston Show and the equally as soggy Rock Oyster Festival both helping Cornwall Air Ambulance raise awareness.

It will be very interesting to hear from Andy how the new phone system is performing, and I hope if you all have some comments you send them to me by return so I can forward them to Andy, so he can answer them at the meeting.

The CQC will have conducted their visit so it will be good to learn how that went.

I look forward to seeing you all at the meeting on August 8th 2023 at 18:00.

LMC - PPG: Action Plan for 2023

Updated: 10/08/2023

Task No.	Start Date	Updated	Task	Nominated Owner of Task	Progress Monitor	Progress Status	Completed
1	22/11/2022	17/04/2023	To aim to increase the PPG membership by age & diversity	Chair	Suggest a sub-group be set up to discuss communications and membership.	On-going	
2	22/11/2022	17/04/2023	To promote and support communications channels with the patients and the Medical Centre.	Chair	Suggest a sub-group be set up to discuss communications and membership.	On-going	
3	22/11/2022	17/04/2023	To press for more dementia support for the Launceston area.	Chair & Vice Chair	CFT informed us that adverts have gone out and are waiting to fill the position, currently being covered by the Camelford Team. JH reporting to the ICB/A.	Awaiting decision	
4	23/01/2023		To press for a Renal Dialysis	Vice Chair	JH to monitor progress through the ICB/A	On-going	
5	24/02/2023	08/08/2023	Progress on LMC Health Hub	Chair	The Health Hub is on plan and funding is safe – progress is being made. Application to CAP for further £50K is in the pipeline.	On-going	
6	24/02/2023	17/04/2023	How PPG Funds are to be used	Chair	Deferred to next PPG meeting Discuss at October's 2023 meeting	On-going	
7	17/04/2023	08/08/2023	Introduction of the Klinik System	Chair	Currently being used, but not widely promoted.	On-going	
8	17/04/2023		Introduction of the new LMC Website	Chair	The Partners are meeting to discuss the design of the "front" page for website.	On-going	
9	17/04/2023		Introduction of EPS	Chair	The practice is currently researching systems that are available.	On-going	
10	17/04/2023	08/08/2023	24 hour Prescription Dispenser	Chair	The practice are researching the practicalities and looking for funding.	On-going	
11	17/04/2023		Pharmacy queues	Chair	Currently they seem to be better, but still queues at peak times.	On-going	
12	18/10/2023		Discuss our stand at the Leage of Friends Christmas Market	Chair	Discuss "stuff" on stand and who will attend from the PPG.	On-going	

NHS CIOs ICB Meeting online 13 July 2023

The ICB recognised their First-Year anniversary and the 75th birthday of the NHS.

The ever popular vignettes covered topics such as 'Music for Good' (offered to young people through a GP surgery), 'Football for Health' (offered to men over 18 with a BMI of 28+ through Cornwall Council Public Health), support for Armed Forces veterans, health and dental services on the Isles of Scilly, and the NHS75 celebrations at Glastonbury.

There would appear to be constructive collaboration between RCHT, CFT, ICB, Cornwall Council and the police, as well as with the Devon ICB. Dentistry is a service in need of great support, especially for more vulnerable groups and children, and the ICB is making this a priority with presentations at regional and national levels.

CIOs is an advocate for the national Armed Forces Covenant, ensuring that service families and veterans receive the best healthcare in recognition of their commitment to the nation.

The draft citizen engagement strategy was recommended to the ICB and it was noted that engagement related to staff also. A series of Community Conversations is taking place through to the autumn at different venues to collect as wide a range of views as possible. The final strategy is due by May 2024.

The new CEO of Healthwatch Cornwall, Nick Bailey, noted that Healthwatch had statutory powers and statutory responsibilities – it was an important contributor to the ICB. It had published three reports covering suicide prevention, dementia care and maternity care. Research was ongoing and collaborative with partners.

Mental health provision was commissioned by the ICB and regionally. The aim was to provide care closer to home and reduce the number of patients having care out of county. Close collaboration with the police was ongoing. Sowenna, the NHS unit run by the Cornwall NHS Foundation Trust at Bodmin, providing inpatient treatment for young people aged 13 to 18, was recognised as a national flagship for such care. The suicide rate in Cornwall is high and the need for adequate mental health care is even more necessary.

Dentistry was again a major topic for consideration by the ICB. It was noted that the NHS has never funded 100% of dental care. Nevertheless, there are 40,000 people in Cornwall on dental waiting lists and this needs addressing. It was mooted that a dental contract for children might be commissioned, with dental schools offering a free service to those in need. The emphasis is on those most vulnerable and most in need, especially children. Cornwall Council Public Health is considering S.256 grants to fund additional services – whereby the NHS funds local authorities to provide certain services. The dentistry workforce and access are coming under deep scrutiny of the ICB and NHS Southwest.

Again, there is emphasis on prevention and communication and engagement to improve health and well-being in our communities. The ICB is preparing plans for the winter and looking to the Community Hubs for support and promotion of self-care.

Joan Heaton