

# 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 16<sup>th</sup> 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

## Chair's Report – LMC PPG – September/October 2023

Since our last meeting a lot has been happening behind the scenes. First of all, the CQC has visited the practice and I am very pleased to say that Launceston Medical Centre has now been rated a "GOOD" this is very good news. Also, the CQC mentioned that the PPG worked well with the Centre providing valuable feedback from the patients and informing patients about information from the Centre, so well done "US".

The PPG has also arranged a meeting between Jess Careswell our Social Prescriber and the Launceston Leisure Centre and the outcome of that is that Jess has been able to secure reduced rate membership for the patients that she is caring for, so more good news. In future Jess will be joining the PPG meetings on a more regular footing as I believe this will be of enormous benefit to the PPG and the Medical Centre alike.

Jess is also trying to get a "Cancer Support Café" organised to eventually be in the new Health Hub, she is currently looking for a temporary venue and some funding, I have no doubt she will update us all at the meeting.

Regarding the Health Hub, Joan & I are meeting up with Dr. Beks Magill next week to get an update on progress, so I am sure Joan will speak about it at the meeting. Incidentally, Dr. Magill wants to attend another PPG meeting in the near future.

On November 11<sup>th</sup> the PPG have a "stand" at the League of Friends Festive Market at Launceston Town Hall from 10:00 till 16:00, so do please put it your diaries as we would love to see you there, tell your friends and families too, if you would like to help then please let either Joan and myself know.

I am afraid that I will not be able to attend the next meeting on October 18<sup>th</sup> due to a prior commitment, so I will be handing over to Joan for the evening and I know she will do a fabulous job.

Finally if you have any questions for Andy, please get them to me as soon as possible so we can hopefully get you the answers for the meeting.

Thank you all, keep fit and well and I will see you at the next meeting.





## **Citizen's Engagement and Equalities Committee (CEEC) Meeting**

**4 October 2023 online**

The Citizen's Advisory Panel (CAP) has been working with the members of the Communications and Engagement Team of the NHS Cornwall and Isles of Scilly Integrated Care Board (NHS CIOS ICB) as part of the process of drawing up key documents to put people and communities at the heart of everything the ICB does. CAP members have been part of the new health and social care landscape that was introduced in July 2022 to replace the Kernow Clinical Commissioning Group (CCG).

Recommendations on a new way of working will be presented to the ICB at their 12 October meeting.

Engagement will be countywide with special emphasis on using community networks to involve those facing the most health inequalities. Strategies are being explored to involve children, families and young people in codesign of services. So far, the team has attended over 50 different events speaking with over 2000 people. Online surveys have reached over 2400 people.

Engaging with people with hearing loss has been enlightening and many actions implemented already to help those people navigate the health system in CIOS.

Further engagement work is concentrating on winter communications.

All engagement work is being evaluated for impact and is an ongoing action for the ICB.

Joan Heaton

Chair of Citizen's Advisory Panel (CAP)

## **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

# Practice Survey

## You said, we listened

### November 2022



Providing NHS services

**You  
Said**

You have to wait too long at the hatch to collect your medication.



**We're  
Doing**

We are working at the weekends if we need to catch-up, we are now open all day on Thursdays. We are monitoring the hatch and have a separate system for patients with queries.

**You  
Said**

It's really difficult to get through on the phones.



**We're  
Doing**

We have more trained patient advisors answering the phones in the morning. We have also re-enabled e-consult as an alternative way to contact the Practice.

**You  
Said**

Your medication is not always ready when you arrive to collect.



**We're  
Doing**

Our teams are working at weekends to ensure we are as up to date as possible.

**You  
Said**

Sometimes there are delays in sending your prescriptions to local Pharmacies.



**We're  
Doing**

We have now employed a full time prescription clerk, who will ensure we are up to date with script processing.

**You  
Said**

You would like to receive a notification as to when your medication is ready.



**We're  
Doing**

We have started to send patients text reminders to inform them when their medication is ready.

**You  
Said**

Sometimes you find it difficult to book routine bloods tests.



**We're  
Doing**

We are extending our capacity for bloods and are sending text reminders to some patients so they can book their bloods tests online.

Thank you to all of our patients who took the time to complete our online survey. We will repeat the survey in 6 months' time to see where we have improved. Please keep an eye on our website for up to date information.

## What can you do to help us?

Whilst demand on our service has increased by nearly 40% there are a few things you can do to help us.

Please ensure you submit your prescription request in plenty of time.

Use Systmonline to request your medication as it is quicker for us to process your request.

Don't ask us to prescribe medication that is available over the counter.

Make use of other services such as NHS 111 where possible.

Make sure you are aware of any regular blood monitoring your medication may need and book appointments as needed.

Please be patient with us during this busy time.

Please let us know if you are collecting medication for multiple patients so we can make sure everything is ready for you.

Please let us know if you are unhappy or worried about anything .



Please share any feedback good or bad with our PPG. (Patient Participation Group)

Only telephone in the morning if you really need to.

Thank you to all of our patients who took the time to complete our survey. We will repeat the survey in 6 months' time to see where we have improved.

## **North & East Cornwall Integrated Care Area Forum**

**26 September 2023**

The North & East Cornwall Integrated Care Area Forum (N&E ICA) met at the Gateway Centre in Launceston.

There was a presentation on the priorities and programmes of work of the N&E Cornwall ICA.

The work of this ICA must align to the national and system priorities.

The aim is to reduce inequalities in health and well-being overall and to improve outcomes. Preventive care with community support and integrated neighbourhood teams at place should produce better outcomes.

The N&E Cornwall ICA covers a vast rural area – 48% of the population live in a rural area compared with 34% across Cornwall. The average time to travel to a hospital is 107 minutes compared to 69 minutes across the rest of Cornwall. 24% of children in Launceston are in absolute low-income families. We have high levels of child obesity. We have a high proportion of people aged 65+ and the highest number of Adult Social Care packages. Circulatory, respiratory diseases and cancer are the main underlying causes of death in the area.

The ICA priorities are:

- To develop a sustainable system of primary care
- To focus on ageing well
- To integrate care teams in the community
- To improve the health and well-being of children and young people

To achieve these aims, the ICA is working with the Primary Care Networks (PCNs) which are groups of GP Practices which work together collaboratively. It is also working with the VCSE (voluntary, community and social enterprise) and the Council to optimise resources to meet need.

Climate change is also addressed and policies embedded in all work.

The ongoing work is expansive and support is being given to community hubs to bring people together for self-help and championing groups who are deeply aware of local need.

Joan Heaton

Lay Member N&E Cornwall ICA Forum