

Launceston Medical Centre

Patient Participation Group (PPG)

Minutes from the Meeting held on
21 February 2024 at 6pm at Launceston Medical Centre and Online

Present: Paul Ford (Chair), Joan Heaton (Vice Chair), Andrew Yardley (Practice Manager), Jess Careswell (Social Prescriber), Cym Downing (Memory Café), Steve Dymond, Liz L'Estrange-West (online), Pam Griffiths (online), Mary Groves, Cate Harvey, Tom Hume-Rodriguez, Leighton Penhale, Pedro Rodriguez, Dawn Rogers, Bonnie Soanes

Apologies: Helen Bailey, Janet Ford

(Dawn Rogers gave her apologies at 6.55pm and left for another meeting)

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

Chair's report: attached

Practice Manager's report: Andrew Yardley reported as follows:

- the new website is going well but needs some debugging.
- patients can log LPAs (Lasting Power of Attorney) with the Medical Centre if they so wish.
- Jess, the Social Prescriber, refers to the Joy App in her report – Andy, Practice Manager, expanded on this and explained how the data collected would be useful for the surgery in planning going forward. Data would have to be regularly updated and access protected and confidential.
- the phone system offers 5 to 6 options to patients, including options to wait or request ring back. Information on use can be included on the new website.
- the Triage System will be explained on the website in April.
- PSA (Prostate Specific Antigen) Tests are not routinely carried out at Launceston Medical Centre. The following site has information on venues offering tests <https://cpa.mypsatests.org.uk/Events/>

- Pharmacy First – this initiative enables community pharmacists to supply prescription only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions, thus relieving pressure on GP surgeries: sinusitis, sore throat, earache, infected insect bites, impetigo, shingles, uncomplicated UTIs in women.
- Primary Care Hub – now operating out of Launceston Medical Centre to provide additional appointments for patients who present on the day with minor illness symptoms – referral by GP.
- temporary patients – their records are forwarded to the practice where they are permanently registered.
- test results and hospital referrals – still some confusion over procedures and clarity required to reduce stress for waiting patients.
- signposting on new website for patients needing dental care, eye ailment care, ear syringing which cannot be treated at the GP surgery.
- Practice Dispensary Survey – improving now with many positive comments.
- some medicines are still in short supply nationally, and locally patients are not receiving their full prescription – pharmacists can supply emergency medicines where needed and appropriate.
- Martha’s Rule will be initiated throughout the NHS in April 2024, enabling rapid second reviews if concerned.
- What happens to old NHS equipment? PPG members expressed concern at NHS waste when many were in need of such equipment. Jess, Social Prescriber, is interested in the setting up of a Repair Café in Launceston and this might be instrumental in renovating used equipment for safe reuse – ongoing.

Social Prescriber’s Report: Jess Careswell intends to join Launceston Medical Centre PPG at each session to inform members of her ongoing work.

Jess provided members with a comprehensive account of her work to date:

- Dominic Pass, Volunteer Co-ordinator Eastern Cornwall, is now in post via Volunteer Cornwall
- Jess and Dominic are working together to recruit volunteers for the Hub and make key contacts locally.
- Jess and Dominic are exploring the possibility of F2F Befriending in Launceston via Volunteer Cornwall

- Other ideas are a community garden and a PPG for the Exeter Street Hub
- Jess has obtained funding for 60 x 1 month gym/pool passes for High Frequency user work – feedback has been very positive.
- Cancer Support Group continues to run well.
- Carers Group – in the planning stage with key workers locally
- Stroke Support – in the planning stage with key workers locally.
- Exeter Street Health Inequalities Hub – the lease has been signed and contractors instructed. Next stage – key workers in place and a Hub PPG inaugurated with an Expert Patient Group
- Joy App (Social Prescribing Software) – data gathering and staff training ongoing at present before going live for public use.
- Liver, Diabetes and Mental Health screening initiatives ongoing
- Funding acquired for Veg Boxes for a select number of Diabetes Type 2 patients.
- Liaising with the Practice Manager to assist with patient queries.

PPG Action Plan: Proposal to allocate some PPG funds held by Launceston Medical Centre to purchase a coffee machine for the Health Inequalities Hub on Exeter Street, Launceston.

Meeting closed at: 7.30pm

Date of next meeting: Wednesday 27 March 2024

Attached:

Chair's Report



Chair's Report -
January_February 202

PPG Action Plan



Action Plan Feb24 St
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