



Launceston Medical Centre

Patient Participation Group (PPG)

Minutes from the Meeting held on

27 March 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, Pam Griffiths (online), Mary Groves, Tom Hume-Rodriguez, Dominic Pass (Volunteer Co-ordinator Eastern Cornwall), Leighton Penhale, Pedro Rodriguez, Dawn Rogers, Bonnie Soanes

Apologies: Helen Bailey, Janet Ford, Cate Harvey

(Tom Hume-Rodriguez and Pedro Rodriguez gave their apologies at 7pm and left for another appointment).

(Dominic Pass gave his apologies at 7.15pm and left for another meeting).

Dr Amit Dhulkotia (Partner) addressed the PPG members and thanked them for their active support for Launceston Medical Centre, for which the Medical Centre was very grateful. Dr Dhulkotia returned to his duties after the address.

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 Drop-in session at Launceston Medical Centre on Saturday 23 March from 10am to noon was well attended. The Practice Manager and staff had constructive conversations with patients. Patients were assured that they could still phone into or attend Launceston Medical Centre if they did not have internet access to communicate online. It was suggested that about 20% of patients could not easily access the Medical Centre online.

KLINIK is an online triage system which enables easy access for patients to contact health professionals through a GP practice website. The aim is to reduce the early morning lottery for appointments. A GP working with a Patient Advisor can triage patients more effectively and safely, prioritising urgent cases in a timely manner. Patients will get a call-back and be

signposted to the best health professional for their need. Telephone lines will be freed up for patients with no internet access. It should make for a more efficient service. The KLINIK System is one of the NHS England recommended systems for GP surgeries to better support health and care organisations digitally. Face to face appointments will be available but will no longer be the norm.

The extensive house building in and around Launceston would add to pressures on the GP surgery, and the new ways of working more efficiently and effectively would help meet this challenge.

It was noted that the GPs at Launceston Medical Centre appeared to be part-time. The Practice Manager explained that the GPs worked very long hours both in and out of the Medical Centre and that they were not part-time. Certain GPs worked certain days but their hours added up to more than full-time in most cases. The Practice Manager would welcome the chance to talk to Parish Councils, Community Hubs, the Memory Café, WIs, and other community groups to explain the new ways of working dictated by NHS England. Patients can be guided through the KLINIK form until confident to use it themselves.

The Practice Manager explained that anyone can log onto the Launceston Medical Centre website www.launcestonmedicalcentre.co.uk and follow the KLINIK link. The service is operating initially from 08.15 to 14.00 Monday to Friday. This might expand in the future. Patients can phone the Patient Advisor for help with the online form. The KLINIK form, when filled in and submitted, will be added to the patient's record. Confidentiality is assured. Repeat prescriptions and medical history can be managed by logging into SYSTMONLINE on the website – the GP Practice will supply log in details on request.

Continuity of care through the patient's preferred GP will be possible in cases where this is appropriate and ongoing treatment required, ensuring that the patient sees the right clinician at the right time. Regular blood tests require a telephone call in at present, but this service might be added to the KLINIK system in time.

Social Prescriber's Report: Jess Careswell reported as follows:

Jess had visited Launceston Memory Café at the invitation of PPG member Cym Downing, Founder and Chair of Launceston Memory Café. She had followed up professionals visiting the Launceston Memory Café and reported that a GP

from Launceston Medical Centre would be attending the Carer's Support Group on a Tuesday.

Jess had had 238 referrals of patients to Social Prescribing in Launceston between 1 September 2023 and 26 March 2024.

Jess thanked the PPG for their kind offer of various items of kitchen equipment for the Exeter Street Health Inequalities Hub. The lease on the Exeter Street premises had been signed and contractors instructed. Final finances, completion and keys were pending. The work should take around 8 weeks. Local business Toolstation has offered donations of paint and materials.

The Joy App, enabling health and social care professionals to link clients to local services and demonstrate outcomes, has had initial data added and training for staff is in progress to make sure they are supported.

The Diabetes Veg Box Scheme – Jess has been investigating the sustainability of this project where veg/fruit boxes are prescribed for certain patients. The scheme has had successful outcomes so far. Jess has linked with Community Larder as a collection point. She has also connected with Gleaning Cornwall to promote the free collection of surplus vegetables and distribution to those in need.

Jess introduced Dominic Pass, Volunteer Co-ordinator Eastern Cornwall, to the group. Dominic is now in post via Volunteer Cornwall. Jess and Dominic are working closely together to recruit volunteers for the Hub. They are also looking for members of Expert Patient groups. Dominic will be facilitating monthly coffee mornings to meet potential volunteers. He hopes to approach the Town Council and local businesses for support with sustainable projects. He is looking for land opportunities with a proposal for a Community Garden. The Parade Ground was cited as a possible area to develop. Dominic has already contacted the Launceston in Bloom group for participation in this scheme.

Members mentioned that new support groups were meeting within local business premises. Jess noted that governance was recommended so that groups would be informed of correct action needed in a crisis.

News: Paul Ford, Chair, reported that Cornwall Air Ambulance would like to open a shop in Launceston. Paul is a volunteer with Cornwall Air Ambulance.

He explained how one could become a HELI2 HERO with Cornwall Air Ambulance. A second helicopter was being commissioned and, for a gift of £100, your name could be featured on the base of the new helicopter.

<https://cornwallairambulancetrust.org/>

Meeting closed at: 7.20pm

Date of next meeting: Wednesday 8 May 2024

Attached:

Chair's Report

Action Plan

Chair's Report – LMC PPG – March 2024

Joan and I attended the second meeting of the Community Area Partnership's (CAP) Health & Wellbeing Group, at this meeting we elected a Chair & Vice Chair Councillor Hilary Frank from Saltash and our own Councillor John Conway.

NHS Dentistry was a major talking point with the somewhat obvious news that it is in an appalling state in the whole country and especially in Cornwall. Plans are afoot to try and ease the situation and as soon as we have news, we will pass it on to you all.

The other topic of conversation was about Community Hubs and really trying to get a handle on just how many there are in the area and what they are offering their various community's.

Our local barbers – Ergo, got a mention, they are running a monthly drop in for men on a Monday night to really try to help those in the community who are feeling vulnerable and alone and are struggling with their mental wellbeing.

We also discussed the new JOY App, that is being rolled out across our Primary Care Networks, this is going to be a valuable tool for community information for the future. On a lighter note, one of the CAP members looked for the JOY app on her phone, and got some very surprising results, which I won't mention in polite company!

We heard last week that LMC are going to go "live" with the Klinik System for triaging patients from April 10th and have organised an Open Day on Saturday March 23rd. As you can imagine this announcement has caused a lot of speculation, concerns, and questions from the LMC patients.

I attended the presentation along with about 30 + patients, I must admit we were "all of an age", but that was good. I was pleased to see Cym & Dawn in attendance. I was greeted by Lianne and handed an information pack, which I have attached in pdf

form for you all. Andy outlined the system, and another member of staff talked us through the process of completing the form. Dr Parkinson was there to explain how the Triage Team will handle the completed forms and how the patient will be contacted.

As you can imagine there were many questions, all answered perfectly and with consideration. The message is really – If you are willing and able to complete the form it will definitely make getting an appointment and your desired outcome easier to achieve, IF, you are not happy to use the online form, then use the telephone and the Patient Advisor will talk you through the questions and complete the form for you.

The Klinik System is there to help YOU get the treatment best suited to your condition in a timely manner, it is hoped to get rid of the long queues on the phone and the “call back tomorrow” conversations. It will be fairer all round.

In short, let's give it a try, there will be teething issues as with any new system, but hopefully it will benefit us all in the end.

It goes without saying, I am sure Andy will be happy to address any of your concerns at the next PPG meeting on Wednesday.

Keep safe and well.

Paul

