

# Launceston Medical Centre

## Patient Participation Group (PPG)

**Minutes from the Meeting held on**  
**10 July 2024 at 6pm at Launceston Medical Centre and Online**

**Present:** Andrew Yardley (Practice Manager), Paul Ford (Chair), Joan Heaton (Vice Chair), Helen Bailey, Cym Downing (Memory Café), Steve Dymond, Mary Groves (online)

**Apologies:** Jess Careswell (Social Prescriber), Janet Ford, Pam Griffiths, Cate Harvey, Leighton Penhale, Dawn Rogers, Bonnie Soanes, Tom Hume-Rodriguez, Pedro Rodriguez

NB. Tom and Pedro are leaving the area and offered their resignations – thanks were given for their valuable service to the PPG

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

**Chair's report:** attached

**Practice Manager's report:**

- KLINIK System – good feedback from patients and clinicians
- Internal Steering Group at Launceston Medical Centre meets to follow up on improvements to the system
- GPs have recognised that patients fill out the online form more comprehensibly than patient advisors, so the preference is for patients to complete where possible
- Klinik is upgrading their platform so we can turn individual tiles on throughout the day rather than having a strict on and off time
- I-Pad in reception has been very successful and patients find it easy to navigate the online form once they have been guided – this is to be a permanent item in reception to assist accessibility
- Patients were advised not to worry if their medical condition was not specifically identified on the online form, but to choose the best match and the GP would get back for more detail
- When a patient has complex issues with multiple symptoms, the advice was to choose the main symptom and the GP would triage quickly - the Practice requests one form per problem from patients
- It was noted that there would be no issues around GDPR if the patients gave consent for reception to guide them through the online form (though we should consider risks before implementing a policy)

- Routine blood tests were not presently available through the online form – patients can phone reception for routine appointments
- Data on phone calls to the practice – Mondays were generally very busy with 288 calls during the day this week. There were 184 calls on Tuesday this week.
- Data on missed telephone calls – reception aims to even out calls throughout the day but there are inevitable delays during staff breaks. KLINIK is a much better system as there are no delays
- All GP practices are struggling at present – there will be a GP ballot to see how to go forward
- It was noted that some prescription medicines were not ready at the same time – there is a national issue with the supply of some medicines and sometimes a review of medicines is required to dispense correctly
- The Clinical Hub based at Launceston Medical Centre is funded by Kernow Health to help with the pressures on GPs – at max 2 clinicians a day are on duty and they have seen approximately 1000 patients since December 2023, including about 250 patients from the Tamar Health Practice in Callington/Gunnislake (part of our Primary Care Network – PCN)
- Pharmacy apprentices were mooted as an added help in the Practice Dispensary
- The Practice has acquired 2 new 24-hour ECG machines at a rental charge of £150 per month each to cover essential maintenance – this is an enhanced service
- Leg ulcer dressings and ECGs are not commissioned services

### **Social Prescriber's Report:**

- 192 patients were referred to the Social Prescriber from the beginning of January 2024 to July 2024
- The Social Prescriber is working a four-day week from 1 July but covering all her contracted hours
- Exeter Street Health Inequalities Hub officially opens on 11 July 2024
- Voluntary services will use the Hub to take pressure off the GP Practice
- Footfall will be measured, and data collated for future funding applications
- High frequency users – data will be collected to measure efficiency of services
- Community collaboration and support will be the essence of the Health Inequalities Hub
- Multiple charities and agencies will be using the Hub to serve the community
- Dr Beks Magill, GP Clinical Psychologist at Launceston Medical Centre, and Jess Careswell, Social Prescriber at Launceston Medical Centre, have worked unstintingly to create the Launceston Health Inequalities Hub with funding and donations from various sources – CLUP (Community Levelling Up Programme) funds are expected from Cornwall Council imminently

**News:** Launceston Medical Centre PPG will have a table at the following:

- Launceston Community Hospital League of Friends Fete on Saturday 13 July 2024 (2pm – 4pm)
- Launceston Memory Café has very generously offered the PPG space on their stand at the Launceston Show on Thursday 25 July 2024
- Launceston Summer of Wellbeing Fair at Launceston Town Hall on Saturday 17 August 2024 (11am – 3pm)

**Meeting closed at:** 7.20pm

**Date of next meeting:** Wednesday 18 September 2024

**Attached:**

**Chair's Report**

**Action Plan**

**Social Prescribers Report**