

# Launceston Medical Centre

## Patient Participation Group (PPG)

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

**Present:** Paul Ford (Chair), Joan Heaton (Vice Chair), Jess Careswell (Social Prescriber), Cym Downing (Memory Café), Steve Dymond, Tom Hume-Rodriguez (online), Pedro Rodriguez (online)

**Apologies:** Janet Ford, Pam Griffiths, Cate Harvey, Leighton Penhale, Dawn Rogers, Bonnie Soanes, Andrew Yardley

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

**Chair's report:** attached

**Practice Manager's report:** presented by Jess Careswell

- KLINIK – the new triage system continues to work well with positive feedback from patients. Some patients request help in completing the online form but, with support, they seem happy with the service. The practice offers an online, telephone and front desk service in line with the 'Modern General Practice' approach. The practice is considering support in using KLINIK by creating a dedicated area in the waiting room with digital access.
- Covid Spring Boosters – 900 vaccinations were completed at Launceston Medical Centre clinics on 11<sup>th</sup> and 18<sup>th</sup> May. Flu and Covid vaccinations will be offered in winter 2024/25.
- Patient Question 1 – re SYSTMONLINE to clarify the status of pending prescriptions – **Status 1 = Script requires collection from the medical centre** (this means that we have printed the prescription but it does not mean the medicine is ready for collection). **Status 2 = Script collected** (this is a manual flag when the script has been collected). There was a suggestion that a text be sent to patients when their prescription is ready for collection to avoid confusion.
- Patient Question 2 – re recycling/green credentials at the medical centre. We recycle all materials where possible and have a mixed recycling arrangement with BIFFA; the grounds are low maintenance; computer equipment and toners are recycled; electric vehicle chargers are offered for staff use; initiatives such as reusable sanitary protection and veg/fruit boxes are being introduced; solar panels are to be extended on the roof area; recycling bins are placed throughout the building.

- Exeter Street Hub – see Social Prescriber’s Report below.

**Social Prescriber’s Report:** Jess Careswell reported as follows:

- Referrals to Social Prescribing – 177 patients in Launceston between 1<sup>st</sup> January and 12<sup>th</sup> June 2024. Jess informed the PPG that she will be trialling a 4-day week 8am to 6pm from 1<sup>st</sup> July to be reviewed in three months – this equates to her normal contracted working hours.
- Exeter Street Health Inequalities Hub – the contractor has fitted the air con; units 1(a) and 2(b) are near completion and ready to paint; front window etching is due on 9<sup>th</sup> July. Community Chest funds have been used to purchase chairs. Donations of beanbags, cushions, books, vases, etc. have been given by practice staff. Most of the yoga kit for YOGA ON PRESCRIPTION has arrived. ADULT SOCIAL CARE is in discussion on engagement with the Hub.
- Launch Party for the Hub – aiming for mid-July launch with support from the Integrated Care Area (ICA) Business Support Officer. The plan is to host a half day for professional service users followed by a half day for the community. Transport offers have been requested from the Little Red Bus, Tamar Valley Bus and Tavistock Area Support Services (TASS). Ideas for a celebrity to officially open the Hub have been mooted.
- CLUP Funding – Community Levelling Up Programme funding has been promised but not yet released, compromising the recruitment of a project manager. Nevertheless, hub coordination is progressing with a working group.
- Donations have been kindly offered by local businesses – timber from RGB; paint and brushes/rollers from Toolstation; kettle and fridge from Orchard Electricals.
- Launceston Life magazine has printed an article about the new health hub <https://www.launcestonlife.com/magazine> - page 69
- Joy App – staff training is complete and software integration pending. More information will be forthcoming.
- Dominic Pass, Volunteer Coordinator with Volunteer Cornwall has left post and the vacancy is to be advertised.
- Diabetic Veg Box Scheme – eligible patients have been identified for a funded 6 month pilot for 7 patients. Outcome data will be collated to enable further funding applications.
- Stroke Support Group – peer to peer support group pending.
- BBV (Blood Borne Viruses) and Fibro Screening – 44 patients were screened on 22 May.
- 3 Psychology Trainees (1 year each) – Launceston Medical Centre will receive host funding for trainees.
- Research Links with Plymouth University – opportunities via the Hub.
- Chronic Pain – Body Reprogramming training has taken place to support patients living with chronic pain.
- It was noted that people suffering hearing loss could face social isolation, anxiety and depression and there was little local support.

- I-Sight Cornwall – a monthly lunch club in Launceston supports those with visual impairment. It recently celebrated its 80<sup>th</sup> anniversary.

**News:**

The League of Friends Annual Fete will be held on 13 July 2024 at Launceston Hospital from 2pm to 4pm. The PPG will have a table and there is a request for volunteers to help on the day. The PPG Chair will arrange the purchase of a raffle prize for the fete.

Launceston Memory Café (Cym Downing) has kindly offered the PPG a space at their stand at the Launceston Agricultural Show on 25<sup>th</sup> July 2024.

Cym Downing of Launceston Memory Café has been nominated for a Dementia Care Award, and she and a colleague will attend the Award Ceremony in London on 13 June 2024.

Chairman, Paul Ford, has attended a Buckingham Palace Garden Party to celebrate his 10 years of volunteering with Cornwall Air Ambulance.

**Meeting closed at:** 7.00pm

**Date of next meeting:** Wednesday 10 July 2024

**Attached:**

**Chair's Report**

**Action Plan**

**Social Prescribers Report**