

Launceston Medical Centre
Patient Participation Group (PPG)
Minutes from the Meeting held on

13 November 2024 at 6pm at Launceston Medical Centre and Online

Present: Paul Ford (Chair), Joan Heaton (Vice Chair), Jess Careswell (Social Prescriber), Cym Downing, Steve Dymond, Mary Groves (online), Leighton Penhale, Dawn Rogers, Bonnie Soanes, Malcolm Tulip

Welcome to new members Sylvia Thevissen and Jackie Evans

Apologies to Dawn Rogers and Liz L'Estrange West for signing them in at the October meeting at 7.05pm instead of 6.05pm

Apologies: Andrew Yardley (Practice Manager), Helen Bailey, Janet Ford, Pam Griffiths, Cate Harvey, Liz L'Estrange West

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

Chair's Report:

I am very pleased to report that the issue concerning Tesco has now been resolved and I am sure that Andy will give us an update.

On November 9th the PPG will be represented at the League of Friends Festive Market at Launceston Town Hall from 10:00 to 16:00, I do hope you can visit. I am hoping that we have the chance to hear what our patients think about the LMC.

You will have received information about "The Letter" the PPG received; I sincerely hope this will be the end of the matter.

I am pleased to report that Julie Mackinnon the Virtual Wards Operational Lead and the Admission Avoidance expert from the Cornwall Foundation Trust has arranged a meeting with the LMC and will also come and talk to the Umbrella PPG Meeting in November. This will give everyone the opportunity to hear about how the Virtual Wards operate and news about her role in getting patients in Derriford back home to Cornwall without delay.

At our December meeting we will have visitors from Access All Areas Group in Launceston. They are a new group that is being set up by Cornwall People First; they aim to give people with learning disabilities or autism in Cornwall the chance to attend PPG meetings for example. We look forward to meeting them.

A new Comms Group has been set up to discuss and promote Items 1 & 2 on our Action Plan - the first meeting is on November 22nd so we will report progress at our December meeting.

Finally, we will be holding our AGM at the December meeting where you will have the opportunity to vote for a Chair, Vice Chair and a desperately needed Secretary.

NB. Update from the League of Friends Festive Market Contact Results November 2024:



LMC - PPG- LoF
Festive Market Noven

New PPG members were recruited at the Festive Market.

NB. Update from the East Cornwall PPG Umbrella Group - Julie Mackinnon gave a presentation to members on Virtual Wards. Her description of the logistics of Virtual Wards was comprehensive and reassuring. Virtual Wards enable patients to stay in their own homes with daily medical reviews. She will be meeting with LMC GPs to discuss.

Practice Manager's report: (Presented by Jess Careswell)

Responses to patients' questions:

Q. Over the past 12 months, I've emailed the practice for a number of different reasons, these included praise for patient advisor and subsequent Doctor's urgent referral to Derriford Hospital and the copying of a Discharge Summary for new medication post operation for a period of 3 months.

Since the introduction the of the KLINIK system we no longer have the ability to email the practice. Can the ability to email LMC be reinstated please?

A. *Most contacts to the Practice can be send via klinik. Use Administration > General Administration. Praise can be sent via this channel also. Sending via klinik is safer so we do not wish to use an e-mail for patients.*

NB. Delays in Discharge times – Andy is following this up and examining random samples to try to find solutions.

Q. Regarding the Friends and Family Test – Monthly Surveys, are the additional reasons and/or comments by patients on their selected recommendations passed to the PPG members for further discussion?

A. *Happy to discuss the contents with the PPG at the next meeting if you are happy? All comments anonymised.*

Q. If the KLINIK system 'times out' is the information already recorded by the

patient saved on the system to be updated at the next login or does the patient need to start a new query?

A. Patient will need to submit a new query

Q. As a matter of routine are patients informed of any potential referrals for possible treatment from specialist departments in hospitals.

A. Andy is looking into this

Q. This concerns the “automated” message generated by the Klinik system when the initial contact has been completed. It reads “your case is closed” even though the patient had more questions about the treatment path being offered. For someone with mental health issues this could have a devastating effect. Is there anything that can be done to “soften” the message, so it does not cause distress?

A. Andy is looking into this for different pathways, especially regarding the mental health team

Q. When the phone lines are busy, you can be cut off – could there be a message before the cut off with an explanation?

A. To refer to Andy on his return

NB. Issues noted by patients to be referred to Andy:

- The patient monitoring machine in the waiting room is not working
- Information on the screen in the waiting room is out of date
- Lift is out of order

Social Prescriber’s Report:

286 patients have been referred into social prescribing in Launceston between 1st Jan 2024 and 12th Nov 2024

- We have now recruited for our adult social prescribing post. Katie has started and will be based in the hub 3 days a week.
- Claire starts on 25th Nov and will be based in the hub 2 days a week. We are pleased to welcome them into the team!
- Young people Cornwall have recruited for a CYP social prescriber, and she will be starting in December in the hub.
- Pentreath IPS (Individual Placement and Support) base worker role is out for recruitment
- The hub is as busy as ever and we now are almost filling the building each day!
- We are now busy collecting data around hub footfall and individual data for each hub
- Service to enable us to (hopefully) evidence that the hub is working as planned. I hope to be able to provide you with a report soon.

- Health for Homeless have completed another successful clinic in the Hub. They were pleased with the attendance and are booked to come again in December.
- Beks (Dr Magill) and I are working with Plymouth university research team to support data collection around patient experiences of the hub. This will include a survey.
- Thank you, PPG, for sharing the posters for groups and services that I send. I always appreciate the effort you make to support the Hub and the Practice.

Service
Breathers Group- Patient led peer support for COPD
Disability employment support advisor (can be employed or unemployed)
We are with you (substance misuse)
Ember programme (binge eating support)
Expert patient programme (Long term conditions)
First light (Domestic abuse)
Health for homeless
HOPE (Help Overcoming Problems Effectively programme)
Smoking cessation (Healthy Cornwall drop in)
Weight / Healthy lifestyle (Healthy Cornwall drop in)
Veterans social prescribing
Yoga for Pain
Yoga for Trauma
1 month Gym pass (specify if reduced cost or free pass please, free passes are limited)
Parenting Support and Advice (Age 0-19)
Seen and Heard (Support for people of colour)

Meeting closed at: 6.45pm

Date of next meeting: Wednesday 11 December 2024 (AGM)