

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

18 September 2024 at 6pm at Launceston Medical Centre and Online

Present: Andrew Yardley (Practice Manager), Joan Heaton (Vice Chair), Jess Careswell (Social Prescriber), Steve Dymond, Pam Griffiths (online), Leighton Penhale, Dawn Rogers, Malcolm Tulip (u3a)

Apologies: Paul Ford (Chair – at another meeting), Helen Bailey, Cym Downing, Janet Ford, Mary Groves, Cate Harvey, Bonnie Soanes

Chair's welcome and confidentiality reminder until the minutes are approved – Vice Chair substituting for Chair

Chair's report: attached

Practice Manager's report:

Dr Helen Williams has retired.

A full-time inhouse pharmacist has been recruited.

Laura Welch, Chronic Disease Management Nurse, has joined the practice.

2 trainee psychologists are joining the practice in October – offering trainees placements can often lead to recruitment possibilities.

Flu and Covid clinics will operate in October/November – an additional 500 appointments are available on the 119-booking system. Patients are offered the choice to receive vaccinations at other practices for their convenience.

RSV (respiratory syncytial virus) vaccines are being offered to patients aged between 75 – 79 by invitation only. Approximately 1000 patients are eligible and will be contacted by the practice.

Thanks were extended to the PPG Chair and Vice-Chair for their action in lobbying the CIOS ICB (Cornwall and Isles of Scilly Integrated Care Board) to retain the Launceston Winter Pressures Access Hub at Launceston Medical Centre. There was a possibility that this might be closed, and patients would have had to travel to Bodmin for care. Some patients would have found this impossible, resulting in inequality of care. The ICB kindly retained the Launceston Winter Pressures Access Hub and funding continues until April 2025.

Questions for the Practice Manager:

1: Could LMC let us know what action the doctors are taking as part of the BMA strike/work to rule?

LMC is supporting the action along with 90% of GP practices nationally. LMC will continue to operate during collective action with some reservations – non-commissioned work will not

be carried out (e.g. GPs are not paid for leg ulcer dressings by CIOs ICB – house bound patients will be served by the district service). LMC will not sign up to any more data sharing programmes. LMC will not change prescriptions to cheaper medications to save money. LMC GPs are required to see 25 patients per day, but they see many more than this as there is a need. LMC is concerned that this is not optimal for patients nor GPs and the heavy workload could lead to professional burnout with consequences for patient care. This is the reason that our practice is supporting collective action. Turnover of patient advisors and pharmacy staff is high due to the pressures of patient facing service.

2: *There still seems to be a very long delay in LMC receiving discharge summaries from Derriford. Can anything be done to resolve this.*

The Practice Manager will investigate this to see if the service can be improved.

3: *I've been told by many people that they have arrived for their appointments after 2pm only to find it all in darkness & all locked up.*

This is not correct. There appears to be confusion with the online KLINIK system times stated on the website. Phone lines remain open.

4: *I notice that their opening hours on the website has changed to 08:30 - 2pm.*

See answer at 3. above.

5: *Does the NHS charge back to the medical centre the cost of Blood Tests, Xray's and Scans of patients.*

The Medical centre does not get invoiced for this work and is centrally supplied though all tests do carry a cost to the NHS as a whole.

6: *Does the NHS check on training of Patient Advisor's at each Medical Centre in the UK.*

Responsibility for training patient advisors rests with the Medical Centre.

The Medical Centre is monitored by the CQC.

7: *Could the online booking service have extended opening slots?*

There are extended booking times on alternate Saturdays and early on Friday mornings.

8: *When or if will the electronic prescription service be implemented*

The situation remains the same with issues of software compatibility.

9: *Why is there not a blood screening test included for the Well Woman Clinic.*

The Practice Manager noted that there was no set routine for this clinic, nor for the Well Man Clinic. He would investigate if there was a template for guidance. GPs offer NHS Health Checks for patients aged 45 – 70. Patients are asked what they need. Diagnostic tests are not carried out unless specifically required. PSA tests are not available as false positives often result.

Social Prescriber's Report:

Referrals to social prescribing- 246 patients have been referred into social prescribing in Launceston between 1st Jan 2024 and 17th Sept 2024

- Social prescribing continues to be in demand
- We are now live with a social prescribing post for Launceston medical centre and for a children and young person's social prescriber via Young People Cornwall (PCN post)
- I have stepped into the role of Health hub Lead and Social prescribing Lead. I am working in the Hub 2 days minimum each week and running a patient clinic 2 days a week.
- Our new adult social prescriber will be based in the hub. The CYP role is a PCN post so they will work where they are needed.

Exeter Street Health Inequities Hub –

We are fully operational, and services are working from the hub

To date we have the following:

- Expert patient programme (starts 18/9/24)
- HOPE course (starts 4th October)
- Adult social care have their duty worker in the Hub 2 days a week
- We are with you (Drug and alcohol Support) are based in the hub 2 x a week
- First light (domestic abuse support) are in the hub once a week
- Yoga on prescription has started
- Veterans social prescribing (30th October, fortnightly)
- Peer support Breathers group for COPD (from 24th October)
- Disability employment advisor (from 5th November)
- Healthy Cornwall Healthy lifestyle drop ins (weight and smoking cessation)
- Health for Homeless are starting a GP clinic for homeless p[patients in October
- Early Help parenting team are going to be offering 2 hour Drop in sessions bi-monthly
 - o Basic advice and signposting to the Early Help and Parenting offer
 - o Support in accessing the parenting course booking system
 - o Information on what Parenting Support is available.

Work with other health teams and services continues.

Veg boxes on prescription has begun and is working well so far.

We are now an Armed forces Veteran Friendly accredited GP practice –Myself and Anna Fisher are leads. This means we will aim to ensure we accurately code our veterans and ensure we are up to date with NHS referral pathways and local/national support for veterans.

The tables kindly donated by the PPG for the Hub have arrived safely in the Hub. They were used for the first time this week and are exactly what we needed. Thank you!

Questions for the Social Prescriber:

Q. Is the Health Inequalities Hub a drop-in centre?

There is some self-referral and drop-in capacity – look at the agency notices in the window of the Hub for contact details.

Q. Has the Hub received the grant from Cornwall Council to fund a Project Manager?

The CLUP (Community Levelling Up Programme) funds have been received by the Hub.

Q. Could there be concessionary parking for the Hub attendees in Race Hill carpark?

Race Hill carpark is a Cornwall Council carpark – requests could be made through our Cornwall Councillor. Disabled parking has been acquired on Exeter Street to serve the Hub.

Positive feedback was given to Launceston Medical Centre re the excellent service from the GPs and others.

Leighton Penhale left the meeting at 7.10pm for another meeting.

Meeting closed at: 7.12pm

Date of next meeting: Wednesday 16 October 2024

Attached:

Chair's Report

Action Plan

