

**Launceston Medical Centre
Patient Participation Group (PPG)**

**Minutes from Microsoft Teams Meeting
Tuesday, 29th March 2022 at 6pm**

Present: Paul Ford (Vice Chair), Janet Ford (Secretary), Joan Heaton, Dawn Rogers, Steven Fettner, Liz L'Estrange West, Leighton Penhale. Bonnie Soanes was unable to join due to technical problems but spoke to Paul at the end of the meeting.

Apologies: Helen Price (Chair), Patty Taylor, Andrew Yardley (Practice Manager)

As Helen was unable to attend, Paul chaired the meeting.

LMC PPG Chair's Report – March 2022

Hello Everyone,

Janet, Paul and Myself had a tour of the medical centre last week.

I must say it certainly is a super "new" building.

The Dementia signage looks good, the same signage will also help the patients with sight problems.

The baby changing mat has been reinstated.

Paul and I continue to attend the umbrella meetings where we discuss with other PPG'S any problems and as a group try to find an answer which can be used by all the PPG groups in our area. It is nice to know that we are acknowledged as a good example of PPG and Medical Centre working well together.

Other areas are not as lucky some are struggling to get started.

Helen Price
Chair, LMC PPG

**Vice Chair's Report and Governor's Report from Cornwall Partnership NHS
Foundation Trust – March 2022**

Not very much to report, except echo Helen's report on our visit to the Medical Centre, we are all really lucky to have this facility and for the excellent care they offer, I do not think any practice in Cornwall have their own Clinical Psychologist, which is a valuable asset in these worrying times, also we are able to offer physiotherapy services as well. I know Andy and his team, not to mention other NHS services in Cornwall are still under enormous pressure as contrary to popular belief COVID is still very much with us and we must continue to take precautions to prevent the spreading this highly contagious virus.

News from CPFT.

Both CPFT and RCHT are still under enormous pressure, thankfully the latest COVID strain has meant that hospital admission is thankfully not like last year, however, those being admitted to the COVID wards are the unvaccinated amongst us.

The two major issues still facing CPFT and RCHT are firstly, the fact that there is still huge a backlog of patients awaiting discharge, the problem is there are still no spaces in the Care Homes due to staff shortages and staff sickness levels as well and the Community Nursing Teams are still feeling the strain as well. The second issue is the levels of staffing at both Trusts due to staff sickness and the staff having to self-isolate.

Paul Ford
Vice-Chair
LMC PPG

As Andy was unable to attend the meeting he sent in the following report:

1. Currently we have 18 members of staff that are currently ill or isolating with covid. We are coping surprisingly well despite the staff shortage. We currently have revised opening hours in the dispensary that will be reviewed on Friday.

Due to staff illness and isolation our Dispensary team are currently under incredible pressure. The Dispensary Hatch will have temporary opening times 8:30am-11:30am and 3:00pm-6:00pm. Please accept our apologies for any inconvenience caused.

2. We have started a telephone queue busting system to help early morning demand (second week of trial) Other members of the team now assist with answering calls first thing in the morning. My observation is that this has really helped with call wait times. I would be grateful if there is any feedback from the PPG as to whether this has helped?
3. Thank you for taking the time to feedback issues. Patients should have access to our Services as usual. Please encourage any patients with concerns to contact me so I can assist.
4. Covid clinics are being offered to patients and we are running clinics in April/May. Invites will be sent to patients who are eligible (care homes residents, everyone age 75years and over) this will be 6 months after last booster dose
5. If there are any particular questions/discussions that I need to respond to please let me know and I will reply as needed.
6. I'm sad to report that Dr Battye has left the Practice due to extended travel (Unfortunately 140-mile round trip commute was becoming too challenging)

7. Finally, I would like to thank all of our brilliant PPG members. The Practice is a better place with all the feedback, ideas and support you offer.

Please accept my apologies once again for not being able to make the meeting today.

Answers to PPG members' questions raised at the meeting are given by Andy (in blue) – see below.

1. Question raised by a patient regarding blood pressure monitors as there are only 4 for 19,000 patients can the PPG or LMC buy more?

There has been a recent increase in requests for 24hr Monitors . We have already ordered an additional unit last month to help with the demand.

2. Raised by Liz: We are fortunate to have our meds delivered and very appreciative of it too. With the fuel situation, will this continue?

We don't have any plans at the moment to stop the delivery service for our patients that need it most.

3. Raised by Joan: Can a patient either male or female request to have a male/female doctor as some patients won't ask out of dignity. Steve F asked how this situation is approached at reception level?

It is entirely normal for a patient to request a male or female GP. At the time of booking we always confirm the GP details to ensure the patient is happy with the GP they have been booked to see.

4. Joan asked for the renal dialysis figures please

Sorry Joan, this is still in progress. Our covid levels are returning to normal so I can prioritise this important piece of work

5. Joan - is there any further update re a canopy?

This is in progress the LOF are potentially funding the canopy.

6. Steve F - would it help to have a PPG sub committee set up to help with the website updating? Paul replied to him saying that he feels you have enough on your plate at present but would ask you the question!

Absolutely, I intend to setup a steering group to ensure the content meets the needs of the patient population and hope there will be one or two representatives from the PPG.

7. Dawn - it's great to have the meeting Agenda on the website but could it be possible to show a contact telephone number and display the Agenda and contact number in the waiting room for those who do not use computers?

Yes, no problem in principle if the PPG wanted this?

8. Dawn - is there any system in place to deal with refugees from Ukraine who may not speak English? and is there any training given to staff on how to deal with non-English speaking patients?

Most refugees are accompanied by someone that can speak English. We make use of language line and other companies so we can meet the needs of non-English speaking patients

9. In the statement made recently on the LMC website and phone message as follows:

Due to a high rate of covid related illness within our team and infection rates in Launceston at an all-time high, we are unable to offer any routine appointments at present. This situation will be reviewed in 3 weeks.

- The question was raised by Paul - why 3 weeks? Why not sooner?

I think the three weeks was picked as we envisaged disruption for this period of time though I take the point we could actually review daily and have incorporated this into our new message on the phone system.

Bonnie Soanes was unable to join the meeting due to technical problems but did raise some questions in a telephone call to Paul and Andy has responded as follows:

1: There is an NHS Ambulance in the Town centre today offering “spring boosters” they will be back again on Thursday, do you know anything about it?

I understand there may be some pop-up clinics being offered. We don't have any information about them as we have not organised them, but I would encourage patients to accept the most convenient appointment in a similar way to there always being multiple options to receive the influenza vaccine.

2: Bonnie is constantly being asked “as the NHS/Government have relaxed all the COVID restrictions when can people go back to the Medical Centre without wearing masks? Bonnie fully understands the reason but he wondered if there could be an official statement he could refer “the questioners” to for the definitive reply!

Masks are still mandatory in Health care settings our policy is the same. I can't see this changing for some time, especially considering the high covid rates in Launceston.

The meeting closed at 18.45

The next meeting will be held in June – date to be advised in due course.

Launceston Medical Centre Patient Participation Group (PPG)

**Microsoft Teams Meeting
Tuesday, 29th March 2022 at 6pm**

AGENDA

1. Confidentiality reminder: all reports with this agenda are confidential until the minutes/notes of this e-meeting are distributed.
2. Chair's report
3. Vice-chair's & Governors CPFT report
4. Practice Manager's report
5. Any questions or comments/any other business

This is an opportunity for PPG members to ask questions of the practice manager or our officers on the reports contained with this agenda (just as you would at a normal PPG meeting in the surgery).

Responses to item 5 are also the opportunity for PPG members to add relevant comments/updates of their own.

Please send all questions by email to Helen and Janet only

I will do my best to collate the questions, answers and comments, along with the reports, into notes of the meeting and, once they have been signed off by Helen and Andy, circulate them to all members. Once the notes of the meeting have been circulated, members will be able to discuss the contents of our discussions with outside bodies. The notes will act as the basis for a press release.