

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

12 May at 6pm at Launceston Medical Centre and Online

Present: Andrew Yardley (Practice Manager), Paul Ford (Chair), Joan Heaton (Vice Chair), Cym Downing, Steve Dymond, Pam Griffiths (online), Mary Groves, Pete Hancock, Fliss Hedge (Cornwall People First - Practice Partners Project), Liz L'Estrange West (online), Emma Morley, Leighton Penhale, Dawn Rogers, Bonnie Soanes, Sylvia Thevissen (Online), Malcolm Tulip

Apologies: Angela Hutchins

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

Chair's Report:

At our May meeting I am pleased to hopefully welcome some new members to our PPG, this is thanks to the new LMC website, so I am very pleased about that.

Regarding LMC I have not heard of any major issues, which is good news. However, I do still have concerns about the section of our community who are not, for whatever reason, able to use smart phones or the internet to access the Klinik system, some do not have friends or family to help them. I am still hearing reports of people turning up at the reception to try to make an appointment and being told to go away and use the on-line system.

Looking at the wider picture, we can now look towards a far different Cornwall Council since the elections, only time will tell! I sincerely hope that the Health & Well Being Group which is part of the Community Area Partnership will still function, I believe it has an essential role in highlighting issues that concern our patients.

I now have the privilege of Chairing the PPG Umbrella Group for East Cornwall that covers the Launceston and Tamar Valley and East Cornwall Primary Care Networks (PCN) which are all part of the North & East Integrated Care Area (ICA). I had a meeting recently with Claire Davies an Associate Non-Executive Member of the Integrated Care Board (ICB) who is keen to learn about the role of PPGs in the community, it was a very positive meeting, and I hope it will benefit the vital role PPG's play in the community.

With regards to the ICB, currently they are going through a difficult upheaval, this is due to the disbandment of NHS England, they are tasked with cutting their workforce by 50%, so I have every sympathy for their staff. And they must carry on with their responsibility of planning and purchasing healthcare services for the Cornwall.

Another issue that has raised its head in Launceston is the closure of the MIU at Launceston Hospital on a Saturday for the foreseeable future, this I fear will cause some issues for our community and a solution must be found.

Practice Manager's report:

Dr Wells has now left the practice. Dr Jack Clarence-Smith has just joined the practice.

Emma Bennett, new Frailty Practitioner, has joined the practice, visiting the nursing homes and making home visits. Brave AI has been very useful at capturing data for these patients.

Dr Patel is on maternity leave and Dr Walmsley is leaving the practice. New GPs are coming through, helped by the fact that Launceston Medical Centre is a GP Training practice.

The first Spring Covid Vaccine Clinic was held last Saturday 17 May, and another will be held soon. There are places available for patients aged 75+ or immunosuppressed. Call 119 for the central booking office.

A patient survey has gone out to assess the KLINIK system. So far, 60 patients have filled in the survey, but more are needed for a meaningful result. The survey is on the website and the PPG was requested to publicise it. The PPG could then assist the practice by collating the data. The survey will be available at the Covid clinic and Mary Groves, PPG member, volunteered to attend and promote the survey.

The patient advisors fill in approximately 10 KLINIK forms a day (there were 290 KLINIK forms submitted last Monday).

The GPs like the KLINIK form as a preventative tool as it raises red flags. Some patients find the KLINIK form confusing. Not all patients have digital connection and so cannot access it online. The phone lines are still available to call in. Patients are signposted to other services when the practice is closed.

EPS (Electronic Prescription Service) – the practice is looking to adapt this now and will carry out another trial.

There have been problems with availability of medicines nationwide and the practice and others have been affected. This is a wholesaler's issue.

Unfortunately, for patients living with dementia, the inconsistency in supply of medication can lead to confusion. There are EASY READ leaflets for those living with learning difficulties. These offer simple text and pictograms. Fliss Hedges (Cornwall People First) offered her assistance. She advised that EASY MAKER could translate any text into EASY READ. This is great in principle but needs stringent NHS testing.

The Dispensary can supply emergency medication to any patient when required.

The GP practice can book an appointment for a patient at a pharmacy if the KLINIK form is submitted.

Questions for Andy:

Q1. As our climate changes and as we seem to get unpredictable rainstorms, is it possible to have some kind of awning outside the main entrance to shelter patients when they arrive pre 08:30? Alternatively, can the doors be opened at 08:15 to allow them to shelter in the dry.

A. The Reception Manager opens the front doors at 08.25 – if wet, waiting patients can shelter earlier in the lobby.

Q2. I saw some UHP data which showed patients from Launceston/Callington area using Virtual Wards. How does this work and who are the clinicians caring for the patients - Hospital Consultants or GPs? Just curious as to the status of these patients and whether they have been discharged from hospital or still under hospital care.

A. Andy to clarify as unsure – is Cornwall Partnership Foundation Trust (CPFT) or Derriford responsible for Virtual Ward patients?

Q3. When collecting my prescription, I was told I could not request my next prescription in 4 weeks as I usually do, I now must request it nearer to the 4-week deadline. Is this something new?

A. The Dispensary will sit on the request until the appropriate time for the next prescription. If going away on holiday or business, a request for extra medication can be made to the Dispensary.

Q4 In a typical week how many times do the Patient Advisors assist patients who are unable to use the KLINIK form for whatever reason? Are these numbers growing?

A. Approximately 10 a day.

Q5. How do X-ray results arrive at Launceston Medical Centre?

A. X-ray results arrive through Pathology as do bloods (linked into the Derriford system).

Q6. How can I get repeat prescriptions when a review is required?

A. Monitoring of medication is sometimes necessary – an emergency script can be provided to cover such eventualities.

To Note:

16th May 2025 Cornwall Dementia Conference, Royal Cornwall Showground, Wadebridge

Launceston Hospital League of Friends Summer Fete 12 July 2025 2pm to 4pm

14 October 2025 Dementia Carers Group meeting at the Health Hub from 10am to noon

1st Monday of every month 11.00 to 14.00 Parents/Carers/Guardians meeting LanSEN Building, Race Hill, Launceston

'A Day in the Life of' – Mary Groves to interview a triaging doctor at the practice

Meeting closed at: 7.40pm

Date of next meeting: Monday 14 July 2025