

Launceston Medical Centre

Patient Participation Group (PPG)

Minutes from the Meeting held on

8 December 2025 at 6pm at Launceston Medical Centre and Online

Present: Andrew Yardley (Practice Manager), Paul Ford (Chair), Joan Heaton (Vice Chair), Jess Careswell (Social Prescriber), Cym Downing (online – left for another appointment at 6.42pm), Steve Dymond, Pam Griffiths (online), Fliss Hedges (Cornwall People First online), Liz L'Estrange West (online), Julie Mitchell, Leighton Penhale, Rosemary Penn (Bosvena PPG Chair online), Bonnie Soanes, Sylvia Thevissen, Malcolm Tulip, Fiona Westwood (online)

Apologies: Steven Blackley-Edwards (Reception Manager), Mary Groves, Pete Hancock, Dawn Rogers, Angela Hutchins

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

Thank you to the Chair for offering members delicious Christmas snacks.

Chair's Report:

As 2025 draws to a close, I look back over the last 12 months at what has been achieved by our PPG. We have increased our membership and welcomed some new members. We have entered the "battle" to keep the Launceston Hospital MIU open for the foreseeable future. We have made it clear to the Cornwall Foundation Trust that they must listen to the voice of the community when making decisions about "our" health and wellbeing, so watch this space!

The PPG has attended a couple of community events to converse with the community and LMC patients to hear what they have to say. All this is valuable feedback for the Practice. We have been conducting surveys throughout the year asking patients about the KLINIK system and lately about the Dispensary again giving valuable information to the Practice.

I am pleased to say the PPG now has a regular “slot” in Launceston Life, which is an excellent medium for getting the word out into the community.

Joan and I continue to attend the PPG Umbrella Meetings, of which I am Chair. Joan continues her attendance at the ICB and ICA meetings and the information that she gathers from and imparts to those organisations is valuable to us all. We also attend the Community Area Partnership meetings and are both members of the Health and Wellbeing Sub Committee. At those meetings we strive to get the best results for our PPG and the Launceston community in general.

One of our members Mary Groves has conducted two interviews to produce a “Day in the Life” series, one with a GP and the other a Patient Advisor, the next one will be about the Dispensary, so a big thanks to Mary.

It appears that the “Government” want to disband Healthwatch and pass the role of the “Patient’s Voice” over to the PPGs. This, I fear, will mean more work for the PPGs as there must be some kind of reporting structure devised and adopted, in this day and age “data” is king and documentary proof of procedures and results must be recorded, so a need can be proved and the relevant funding applied for. Again, the voluntary sector is being used to help.

I cannot believe that three years has passed since I was elected Chair and Joan as my Vice Chair, now it looks like no one is stepping up to take on the roles and so, with your agreement, Joan and I will stay in post for another 12 months as Interim Chair & Vice Chair respectively while we put a succession plan into operation and we will be voting on this proposal at our PPG Meeting on December 8th.

Regarding the December meeting, it would be great if as many of you can attend in person as we would like to treat it as celebration with “festive” attire or accessories being worn, there will be some festive snacks served.

Practice Manager’s report:

The staff have been provided with new computers.

A new hot water system has been installed.

More seating provided in the Dispensary reception.

The GP Patient Survey and the Formal Complaints procedure at the Practice show a need for continuity of service.

The NHS 10-Year Plan aims to focus on continuity of the patient journey through three radical shifts:

- hospital to community
- analogue to digital
- sickness to prevention

The Practice is following the FOUNDRY HEALTHCARE MODEL – an integrated teamwork model to support GPs and improve the patient's healthcare journey. The Model uses a RAG rating to identify patients most in need. The Practice has a list of about 1300 patients who are considered most at risk, and they have a marker on their records for alert. The Patient Advisors are being trained in correct protocols to flag up these patients.

Questions for Practice Manager:

Q. Would it be possible to have a simplified KLINIK form for ongoing health inquiries?

A. Work is ongoing to make the KLINIK form more accessible and easier to navigate. Possibility of training in using KLINIK in the community e.g. village halls with digital access.

Q. A neighbour visited the doctor and received a prescription. As there was a long queue, she put the prescription in the box outside where it states it is collected twice a day. She went back next day to collect and was told she would have to wait 5 working days. Should there be a sign stating a 5 day wait on the box?

A. Andy will action a clearer notice on the exterior prescription post box and publicise same on the website and within the dispensary e.g. an information slip in each prescription bag.

Q. There used to be a sign in the waiting room advising patients to check with reception if waiting longer than 20 minutes. It is no longer there.

A. Andy will check with the Reception Manager as it should be on display.

Q. There are long waits at the various pharmacies in town and sometimes medication is not available. Can the Medical Practice do anything about this?

A. The PPG could lobby the pharmacies to see if changes are possible in service.

Action: PPG to write to pharmacies re patients' issues and invite pharmacists to join PPG meetings.

To note: 6000 Launceston Medical Centre patients use Tesco Pharmacy for their prescription service. A further 6000 patients use the Medical Centre Dispensary. All the rest (approx. 7000+ patients) use the other local pharmacies. Good two-way communication is optimal.

Q. Re the Foundry Healthcare Model for identifying the patients most in need, does this include patients living with learning disabilities?

A. Patients with learning disabilities can be included if they agree.

Q. What are the criteria for the 1300+ patients in need?

A. There would be a clinical assessment.

Social Prescriber's Report:

Launceston Medical Centre Social Prescribing update- Dec 2025

Social prescribing referrals Since Jan 2025 - 457

Hub referrals Since Jan 2025 - 492

Military Veterans- 186 now coded

↔ JC and AH continue their work as Military veteran champions for Launceston

Medical centre. The practice has now been part of the Royal College of General Practitioners', UK Armed Forces Veteran Friendly GP practice accreditation scheme for over a year.

↔ Drawn together-Art for wellbeing for 8-18 years old will be held on 1st and 3rd Friday of every month 3.30pm-4.30pm from 8th Nov. Still some spaces available.

↔ We have secured another small pot of funding to continue another 3 blocks (5 weeks each block) of Yoga on prescription in the new year.

↔ The dementia carers group meets Tuesday Mornings in the hub. This group will eventually expand to all carers when we have trained and secured more volunteers.

↔ We have recruited a new IPS employment support role with Pentreath for our PCN. They will be based in The Hub and will start in the new year.

↔ Cornwall Housing have now started joining us once a month for our social prescribing drop ins to provide on the spot housing advice and support. The first one was a success and was found to be very helpful.

↔ Jess and Hayley have arranged a Volunteer Celebration to thank all our wonderful Hub volunteers for their hard work and dedication to Launceston Medical centre patients.

↔ Stroke Peer Support Group: To start in the new year. We have three lived experience peer lead patients training with Ali Craven (Volunteer Cornwall) to facilitate the group. This will run monthly initially with occasional practitioner/professional input.



↔ Should we sign up to the toolkit and become a greener practice/hub? Early Greener Practice members can use the toolkit to quickly see the potential benefits to patients, practice, and planet and time taken so you can pick the right project for you. Taking action can improve workload and staff morale through being part of positive change. At a local level it can also improve costs through improved patient health, reduced prescribing/procurement costs, reduced energy use.

↔ Our 2 new trainee psychologists have started in post.

↔ Launceston's Cancer Support meeting has now transferred from being led by Macmillan/Age UK, to being a peer led group, run by volunteers from LMC, trained by volunteer Cornwall. This will continue to run on the first Saturday of every month 10-12pm

So far, 19 Hub volunteers have been trained by Cornwall Council as Peer Group Leaders.

Hub Services:

		<h1>Monthly Timetable</h1>				
		THE HEALTH HUB 8 Exeter Street, Launceston, PL159EQ				
	mon	tue	wed	thu	fri	
1 st week of the month	Movement with Mel 3-4pm - 07967790458	Dementia Carers Support Group 10-12 Yoga on prescription (Booking only)	Stop smoking support Drop in 10-1pm Veterans Support drop in 1.30-3pm	Social prescribing drop in -9.30-12pm	Blind and visually impaired peer lead group 10-12 Stronger Together- Womens group 1-3pm Art for 8-18yrs 3.30-4.30pm	
2 nd week	Healthy Lifestyle drop in 9am-2.30pm Movement with Mel 3-4pm - 07967790458	Dementia Carers Support Group 10-12 Yoga on prescription (Booking only)	Gunners Kids Support for families where there is a terminally ill parent- 10am-12pm	Social prescribing drop in 9.30am-12pm	Bereavement Help point 9.30am-12.30pm Stronger Together- Womens group 1-3pm	
3 rd week	Movement with Mel 3-4pm - 07967790458	Dementia Carers Support Group 10-12 Yoga on prescription (booking only)		Social prescribing drop in 9.30-12pm Stop Smoking Drop in - 2.30pm-5pm	Blind and visually impaired peer lead group 10-12 Stronger Together- Womens group 1-3pm Art for 8-18yrs 3.30-4.30pm	
4 th week	Movement with Mel 3-4pm - 07967790458	Dementia Carers Support Group 10-12 Yoga on prescription (Booking only)		Social prescribing drop in 9.30-12pm	FND Friends 10am-12pm Stronger Together- Womens group 1-3pm	
We also host, Health for Homeless GP clinics, With You (drug and alcohol support), OAK programme (for people with osteoarthritis of the knee), parenting drop ins and more						
For more information about any of the groups and services listed, Please email						
launcestonhealthhub@volunteercornwall.org.uk						

Succession Plan Proposal:

The Chair and Vice Chair/Secretary will have served their 3 years of office by the time of the PPG AGM on 19 January 2026. If no member puts their name forward for office, it was suggested that the current Chair and Vice Chair could continue for another year as Interim Chair and Interim Vice Chair, inviting any interested members to shadow them for continuity. One member has expressed interest in the Secretary role. This will go to the vote at the AGM.

Any Other Business:

Launceston Life – Launceston Medical Centre PPG has a section in the magazine each quarter (*A Day in the Life of ...*). It was suggested that a pharmacist could be interviewed as well as the PPG Chair.

Meeting closed at: 7.05 pm

Date of next meeting: Monday 19 January 2026 (AGM)