

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

19 January 2026 at 6pm at Launceston Medical Centre and Online

Present: Andrew Yardley (Practice Manager), Paul Ford (Chair), Joan Heaton (Vice Chair/Secretary), Cym Downing, Steve Dymond, Fliss Hedges (Cornwall People First - online), Pam Griffiths (online), Mary Groves (online), Pete Hancock, Julie Mitchell, Bonnie Soanes, Sylvia Thevissen (online), Malcolm Tulip, Fiona Westwood

Rosemary Penn (Bosvena PPG Chair online – observer)

Apologies: Jess Careswell (Social Prescriber), Angela Hutchins, Liz L’Estrange West, Leighton Penhale, Dawn Rogers

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

Chair’s Report:

2025 Review:

First, I would like to thank Andy Yardley, the Partners and staff at LMC for their continued support and use of their facilities, it means a huge amount to the PPG. I would also like to thank Jess Careswell our Social Prescriber and her team at Exeter Street for keeping the PPG up to date with their continued development.

The Launceston Medical Centre’s (LMC) Patient Participation Group (PPG) has been actively involved in various initiatives, including rewriting the Constitution, attending Health & Wellbeing Events, and engaging with the Integrated Care Board (ICB).

The PPG has also been addressing concerns about the closure of the MIU at Launceston Hospital and the accessibility of the Klinik system for patients unable to use smartphones or the internet. Additionally, the PPG is welcoming new members and exploring opportunities for collaboration with other organisations and continuing its membership of the East Cornwall PPG Umbrella Group.

The PPG has been actively involved in the community, advocating for the reopening of the MIU and supporting the development of the Exeter Street Health Inequalities Hub and the new Integrated Neighbourhood Teams project.

The PPG is also represented at the Tamar to Moor Community Area Partnership and the Joint Health & Wellbeing Working Party which covers East Cornwall.

The PPG also attended the summer and Christmas events hosted by the Launceston Hospital's League of Friends where we had the opportunity to talk to the local community and gather their views.

They have also been conducting surveys to gather patient feedback on various healthcare services, including the KLINIK system and the Dispensary, as well as conducting interviews with various members of the LMC staff to inform the patients of what their roles entail. Additionally, the PPG has been engaging with the community through events and publications, and, finally, developing a succession plan for its leadership roles.

Our aim for 2026 is to encourage more patient involvement by conducting LMC Roadshows around the LMC catchment area to listen to patient concerns and to answer any questions they may have about the "triage" system. It will give patients the opportunity for a "hands on" demonstration of how to use the system.

Finally, thank you to all the LMC PPG members for your continued support and we look forward to an interesting 2026.

Paul Ford – Chair – LMC PPG - January 6th, 2026

LMC PPG Accounts:

£1,579.24 held in LMC Accounts (ringfenced)

Practice Manager's Report:

Staffing update:

Dr Newman Cooper has joined the practice, working eight sessions. Two trainee psychologists and two honorary assistant psychologists have started, providing support to the hub and reception. Two new patient advisors have started and are embedded into the system.

Solar panel update:

Panels were installed in October. Data shows a reduction of approximately 6,000 kilowatt hours of electricity usage, equating to a monetary saving of around £1,400. This is a positive step towards reducing the carbon footprint.

Dispensary performance:

A survey from October highlighted issues with missing medication queues and long wait times. Data shows the dispensary is on average five days behind, with a trend of increasing delays since 2023. Call volumes to the dispensary have almost doubled from 2023 to 2025, with missed calls increasing by 400%. This is despite having more staff and fewer patients. The waiting area has been renovated with more seating added. A kiosk will be installed in reception to allow patients to fill in forms on a dedicated computer, providing an alternative to phoning in. This will be set up to ensure confidentiality. The aim is to improve the current five-day dispensary waiting time, encourage use of the online form, and improve the system for managing 'owing' medications. The Dispensary Lead has pledged to improve the 'owing' system. A list of operational improvements is being implemented, and learning is being shared with other GP practices.

Patient communication:

A plan has been implemented to conduct outreach sessions in South Petherwin, North Petherwin, Piper's Pool, Altarnun and at Exeter Street Health Hub to help patients to manage the online system. Advertising will be via notice boards, letters, and the next edition of 'Launceston Life'. Medical Centre personnel will be available for these sessions.

Questions for the Practice Manager:

Patient concerns:

A concern was raised about a patient over 90 being discharged from hospital with appendicitis without a discharge letter or medication. Andy noted this is difficult to investigate without a specific patient link. Another concern was raised about items falling off repeat prescriptions, which Andy acknowledged as a known issue being addressed through proactive drug monitoring. A concern was also raised about the automatic front door not opening, which Andy will investigate.

Continuity of care:

A discussion on improving continuity of care, with a starting point of a baseline score and a cohort of 2,000 patients identified as needing monitoring. Training has been provided to patient advisors to facilitate booking with suitable GPs. An annual health check is offered to vulnerable patients.

Online triage form:

A request was made to simplify the form for ongoing health issues to avoid repetitive information. Andy explained that GPs find the current form useful for gleaning new information. Andy will revisit this with the partners and noted that other systems like Anima are being considered. More GPs now available at the Practice should help improve continuity.

It was noted that patients could still request face-to-face appointments at the Reception Desk as per NHS guidelines.

Hospital Discharge:

When and how is the GP notified of a patient's discharge from hospital?

The GP Practice is notified electronically when a patient is discharged from hospital but there is an inevitable delay in recording this for seamless care between hospital and home. This delay might be addressed when Integrated Neighborhood Teams are fully implemented.

DVLA medicals:

A concern was raised about potential new regulations requiring GP input for drivers over 70. Andy reiterated the practice's policy not to provide opinions on fitness to drive, as it is not their role and they are not indemnified for it.

Social Prescriber's Report:

Pending

Election of Officers:

Paul Ford was elected unanimously as Chair

Joan Heaton was elected unanimously as Vice Chair

There being no nominations for Secretary, Joan was happy to continue in that role for another year.

It was noted that the Chair and Vice Chair were elected to office for another year to maintain continuity while the Cornwall and Isles of Scilly NHS Integrated Care Board (ICB) and Devon ICB form the new Southwest Peninsular ICB. PPG members were invited to offer to shadow the Chair and Vice Chair/Secretary as part of the succession plan for 2027.

Priorities for 2026:

PPG members agreed to continue to support the following:

- Exeter Street Health Inequalities Hub
- Dementia Care
- Renal Dialysis Unit in Launceston

PPG Members also agreed to pursue the tasks on the 2025 PPG Action Plan (as attached to agenda)

PPG members agreed to continue to reference the above document in full, noting that Task No 7 - 24-hour Prescription Dispenser – was dependent on funding of approximately £50,000.

Any Other Business:

PPG members requested contact with the various town pharmacies to feedback issues on availability of medicines and prescription waiting times. PPG members would like to invite a representative of Tesco Pharmacy staff to a meeting. The Practice Manager will ask a member of Launceston Medical Centre Dispensary staff to investigate possibilities.

Date of Next Meeting:

Monday 9 March 2026

Meeting Closed at:

7.30pm

Attached:

Copy of LMC Expense Accounts

Copy of LMC PPG Action Plan