Launceston Medical Centre

Patient Participation Group (PPG)

Minutes from the Meeting held on

21 September 2026 at 6pm at Launceston Medical Centre and Online

Present: Andrew Yardley (Practice Manager), Steve Blackley-Edwards (HR Manager), Paul Ford (Chair), Joan Heaton (Vice Chair/Secretary), Damon Dennis (Cornwall Councillor), Steve Dymond, Annette Edwards, Pam Griffiths (online), Dawn Rogers, Carol Schubert, Sylvia Thevissen (online), Les Whaley, Lynn Willacy (online)

Apologies: Cym Downing, Mary Groves, Pete Hancock, Fliss Hedge (Cornwall People First), Julie Mitchell, Bonnie Soanes, Malcolm Tulip, Fiona Westwood

Minutes accepted as a true copy of July 2026 PPG meeting

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

Chair's Report:

Well, a lot has happened to me since the last meeting, in fact in the early hours of July 20th I had a stroke. I was "blue lighted" to Treliske initially, then another urgent ambulance to Derriford where a blood clot was removed from my brain! All very dramatic!

I am very pleased and relieved to report that I am now well on the way to recovery. I have to say CFT's Stroke Recovery Team have been absolutely amazing and with the constant support of Janet and our friends and neighbours they have really helped me through this awful experience. I feel very fortunate that I can walk, talk and use all my limbs and drive! I have met people who have had a stroke and cannot yet lead a "normal" life.

One important lesson I have learned is that I must take it easy and not push myself so hard and relax more. So, in one way it is fortunate that my tenure as Chair of the PPG is coming to an end. Anyway, enough about me!

There are several very important issues we would like to discuss with you all at the next meeting, they are as follows:

1: Discuss the PPG lobbying for more clinical procedures and consultations to be conducted at the LMC instead of Derriford. *(Vice Chair question sent to NHS CIOS ICB – awaiting response)*

2: To capture evidence of patient journeys avoided, waiting times, patient

experience, costs and environmental benefits.

3: To explore options and governance requirements as to whether charitable trust/fund model could be established to support additional patient services, including a future medication delivery service for vulnerable patients.

There is a lot to be discussed under the AOB section on the agenda, this item I feel is really important and what PPG's are all about. I look forward to seeing you all on the 21st September.

Practice Manager's Report:

Hosted by Steve Blackley-Edwards (HR Manager)

Andrew Yardley (Practice Manager) left the meeting at 7.10pm

Water Cooler

- Water cooler project approved and progressing.
- Intention is to install a plumbed-in chilled water unit.

Livi Rebrand

- Livi remote GP service has rebranded as **Kry (pronounced "Cree")**.
- Practice website updated accordingly.

Prescription Turnaround Times

- Remain at approximately:

  3 working days

- Temporary increase following August Bank Holiday but now back on target.

Epic System Implementation

- Epic system now fully implemented.
- Initial issues included:
  - Duplicate test results.
  - GP overtime required to resolve duplication.
  - Some access issues for remote GPs still being addressed.

Dispensary Team Leader

- Now fully established in post.
- Implementing service improvements.

Clinical Psychologist Recruitment

- Interviews underway for an additional clinical psychologist.

GP Registrar

- Dr Subedi started in August.
- Settling in well.

Dispensary Assistant

- Vacancy filled successfully.
- New starter progressing well.

Transport Survey

- Survey responses have been collected but not yet collated due to Mary's absence.
- Results are expected to support wider transport planning discussions, including work with Volunteer Cornwall.

Integrated Neighbourhood Team (INT)

- INTs are being developed to improve collaboration between healthcare, social care, voluntary organisations and community services.
- Local INT covers the Tamar Valley and Northeast Cornwall area.

Key Themes Raised

- Patient transport difficulties.
- Hospital discharge delays.
- Medication delivery issues.
- Lack of timely transport to diagnostics appointments.
- Duplication of services, particularly for frail patients and falls assessments.
- Importance of caring for patients in the community to reduce hospital admissions.
- Strong stakeholder engagement including:
    - Cornwall Council Safeguarding Team
    - Volunteer Cornwall
    - Cornwall Foundation Trust (CFT)
    - Health Hub representatives
    - Tamar Valley representatives
- Recognition that PPGs should have a voice within the INT process.

Discussion

- Members highlighted:
    - Long travel distances to Derriford Hospital.
    - Difficulties accessing diagnostics and specialist services.
    - Concerns regarding transport costs and accessibility.
    - Potential future funding opportunities linked to transport and community support.

Hospital Transport and Discharge Concerns as part of INT discussion

- Significant delays discharging patients from Derriford Hospital.
- Patients medically fit for discharge remaining in hospital for:
    - Medication delays.
    - Transport delays.
    - Lack of ownership of discharge processes.
- Reports of patients waiting 2-3 days for discharge medication.

Patient Experiences Shared

- Recent first-hand experiences highlighted:
    - Good clinical care.
    - Poor discharge coordination.
    - Delays causing blocked beds and inefficiencies.
    - Communication failures between wards and pharmacy.

Future Action

- Concerns to be fed into the INT process.
- Additional transport and discharge evidence to be collated.

Questions for the Practice Manager:

Klinik Forms

Discussion regarding repetitive completion of information on Klinik forms.

Response:

- GP feedback indicates repeated background information remains clinically useful.

- Request may be reviewed again, but no immediate changes planned.

Follow-Up Appointments and Callbacks

Issues raised regarding:

- Long delays between text notifications and appointments.
- Missed callbacks due to phones ringing only briefly.
- Confusing abbreviations such as "C/B".
- Anxiety caused by Friday evening messages.

Practice Response

- New process introduced:
    - Reception will contact patients directly to arrange appointments rather than asking patients to submit further forms. This will be the case where a clinician has requested to see you. In the event that we are unable to make contact, you will be asked to complete a form for Reception to book an appropriate appointment.
- Callback process and abbreviations will be reviewed.

Text Messaging

- Practice confirmed Accurx system verifies when messages are delivered.
- Failed messages can also be identified.

MyCare App

- Potential promotion of the MyCare hospital app.
- Concerns about over-promoting the app to patients.

Suggestions

- Reception staff awareness.
- Information posters and displays.
- Possible support through the Health Hub

Derriford Referrals

Concerns raised about:

- Referral rejections.
- Delays obtaining scans.
- Difficulty getting urgent investigations.

Practice response:

- Referrals should only be marked urgent when clinically appropriate.
- Some issues appear linked to secondary care waiting times.

Telephone Appointments

- Patients requested AM/PM appointment windows rather than all-day waiting.
- Practice agreed to reinforce this option with reception staff.

Practice Closure Notifications

Patients reported arriving during training closures despite prescription collection texts being received.

Practice Response

- Notices are normally displayed 4-6 weeks in advance.
- Advertised via:
    - Website
    - Facebook
    - Practice doors
- Review of prescription collection messaging during closures will be undertaken.

Consultant Letters and Medical Records

- Hospital letters appearing in patient apps weeks before the GP received them.
- Example provided of approximately two-month delay.

Practice Response

- Incoming correspondence is currently processed within 2-3 days of receipt.
- Individual cases will be investigated.

Social Prescriber's Report:

Military Veterans- 208 patents now coded

Hub referrals including social prescribing since Hub opening– 1543 (This does not include all attendees of groups and services running within the hub building)

Active Plus has now recruited a new Veterans social prescribing Link worker for Launceston and surrounding areas. This also means the veterans drop in at The Hub will restart from Wednesday 7th October

Due to low attendance the smoking cessation drop in has stopped.

Healthy Cornwall smoking cessation can still be accessed for 1-1 phone support, and the team will see patients face to face in the hub if requested

Citizen's Advice has been attending the drop-ins monthly - this has proved to be a valuable contribution

Funding for *Yoga on Prescription* has come to an end - we hope you source continuation funding as it has been a very successful provision

We have been awarded funding to run a *Wellfed Veg Box on Prescription* course for 6 lucky patients - this is aimed at anyone with Type 2 diabetes or prediabetes who would like to take part in 12 weeks of free cooking classes and receive free veg boxes over those 12 weeks. We are currently recruiting for Launceston and Callington.

The Health Hub needs you! We are currently in need of people with lived experience of stroke or Functional Neurological Disorder (FND) to volunteer in our peer led groups. Anyone interested should contact us at launcestonhealthhub@volunteercornwall.org.uk

I have organised a **Winter Health and Wellbeing drop-in on 1st October at The Hub**. Please spread the word - we have an absolute wealth of fantastic services attending and I would love to see the community making use of this brilliant opportunity.

Jess Careswell (Health Hub)

AOB:

Wellbeing Checks

- Discussion about health checks for older adults.
- Practice confirmed eligibility-based wellbeing assessments and routine medication reviews are available. Agreed to send further information to requestor.

Mustard Tree Funding

- Funding support sought for refurbishment of the Mustard Tree Centre, including:
    - New seating
    - New flooring
    - General improvements

Community Network (CAP/Tamar to Moor)

- Proposal to circulate Community Area Partnership notes to PPG members.

PPG Membership

- One member informed the group they would be standing down from the PPG due to caring responsibilities.
- Thanks were expressed for their contribution.

Action	Responsible
Collate transport survey results and share findings	Andy
Progress installation of waiting room water station	Steve / Andy
Feed transport, discharge and accessibility concerns into INT discussions	Andy / INT representatives
Provide transport and Derriford discharge evidence to Andy	Les Whaley
Review callback phone ringing duration and process	Steve
Investigate use of "C/B" abbreviation in patient messages	Steve
Promote awareness of MyCare app through reception and Health Hub discussions	Steve/Reception Team
Reinforce AM/PM callback preference options with reception staff	Steve/ Reception Team
Review prescription collection messages during training closure periods	Andy/Steve
Investigate delayed consultant letter cases raised by members	Steve
Share CAP/Tamar to Moor meeting notes with interested PPG members	Paul
Explore funding opportunities for Mustard Tree Centre improvements	Interested members / Community groups

Date of Next Meeting: Monday 9 November 2026

Meeting Closed at: 7.25 pm


LAUNCESTON MEDICAL CENTRE
The Health Hub
CORNWALL COUNCIL
Healthy Cornwall
Launceston
Health and Wellbeing Event
A healthier happier Launceston this winter
Free advice, information and wellbeing support for local people and families
Thursday 1st October
1:00pm–3:00pm
The Health Hub, Launceston, PL15 9EQ
Everyone welcome
Come and meet:
Healthy Cornwall
Smoking cessation support, healthy lifestyle advice, sleep hygiene, blood pressure readings and CO monitoring.
Ara
Recovery and support services.
Pentreath
Mental health, wellbeing and recovery support.
NHS Diabetes Prevention Programme
Prevention advice and information.
End of life advice and guidance
Advice and guidance for adults.
gunners kids
Support for families where there is a terminally ill parent.
citizens advice
Practical advice and guidance.
Volunteer Cornwall
Volunteering and community support.
COMMUNITY ENERGY PLUS
Advice and support on energy bills.
Social Prescribing
Support to help you connect with local services and activities for your wellbeing.
Drop in and have a chat with local support organisations
Stronger healthier communities


Monthly Timetable
THE HEALTH HUB
8 Exeter Street, Launceston, PL159EQ
mon
tue
wed
thu
fri
1st week of the month
Movement with Mel 3-4pm - 07967790458
Dementia Carers Support Group 10-12
Yoga on prescription (Booking only)
Armed Forces Veterans Drop in 9-11am
Social prescribing drop in -9.30-12pm
Blind and visually impaired peer lead group 10-12
2nd 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
Stroke Support Drop in 1.30pm-3.30opm
Bereavement Help point 9.30am-12.30pm
3rd 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
4th 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
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