

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

**10 March 2025 at 6pm at Launceston Medical Centre and Online**

**Present:** Paul Ford (Chair), Joan Heaton (Vice Chair), Jess Careswell (Social Prescriber), Cym Downing, Steve Dymond, Pam Griffiths (online), Mary Groves, Pete Hancock, Fliss Hedge (Cornwall People First - Practice Partners Project), Liz L'Estrange West (online), Dawn Rogers (online), Andi Snook (online), Bonnie Soanes, Malcolm Tulip

**Apologies:** Andrew Yardley (Practice Manager), Helen Bailey, Cate Harvey, Leighton Penhale, Sylvia Thevissen

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

The Chair welcomed **Fliss Hedge of Cornwall People First** who spoke about her role in the Practice Partners Project. Fliss offers support around accessibility and can facilitate quarterly groups where participants can chat about anything that concerns them. Fliss can support those living with learning disabilities, the elderly, those affected by stroke or dementia, or those for whom English is not their first language. For example, there are easy read guides for using the phone and many other essential services. The Accessible Information Standard (2015) requires all NHS and Adult Social Care services to provide information in an accessible format, such as Easy Read.

The Chair introduced Fliss to the Social Prescriber, Jess Careswell, who is also the Manager of the Exeter Street Health Hub in Launceston. Jess is very interested in producing an accessibility guide for Health Hub patients. Jess refers patients from Launceston Medical Centre to groups which meet at the Health Hub and other venues. She has now set up a Facebook page and inputs information on the various groups using the Health Hub. One of the PPG members is the representative of a group using the Health Hub and regularly participates in their meetings. Fliss and Jess were looking forward to a fruitful collaboration.

**Chair's Report:**

*It has been a busy couple of months at the PPG; we have decided to rewrite the Constitution with all your help. We have added some items to the Action Plan for this year.*

*Joan, Mary and I attended the Health & Well Being Event at Saltash and we also took part in the Working Group which concerns the NHS's 10-year Plan. The event was well attended and the three main topics for change are as follows:*

*1: The increased use of TECHNOLOGY means things like computers, smart phones and tablets. Using technology can help people get care more quickly. Things like sending a text to remind you about an appointment. It helps everyone who cares*

*for you to know what is happening.*

*2: Move some care from hospitals to communities. People would get more tests, scans, treatments and therapies nearer their homes. Like at a GP practice or pharmacy. So, hospitals can help more people who are very ill or need help fast.*

*3: Do more to stop people getting ill. This means helping people to:*

*Have tests to see if they have a disease before they get ill.*

*Choose healthy food.*

*Give people more information about how to live a healthy life.*

*If you live a healthy life, you are less likely to get ill.*

*There was a lively debate about these topics, and we are awaiting the results.*

*Following the meeting we were able to have a networking opportunity with some of the members of the ICB when we were able to ask questions about their plans for a renal dialysis unit for Launceston. Also, about the problems facing Cornish patients at Derriford with regard to attending clinics and the times of the appointments, also the lengthy discharge process facing Cornish patients. We will of course keep you informed of our progress.*

*On February 22nd Joan and I attended another Health & Wellbeing Event this time in Bude. Again, it was quite well attended and gave Joan and I an excellent opportunity to network with some of groups attending the event. Of particular interest was Craig Lang from the Devon & Cornwall Police's Cyber Protection Office. He is happy to come and talk to groups about the issues with scam emails and phone calls etc. I also talked to someone from the Holsworthy Rural Community Transport Group who also run a "Cars for Care" group to run people to hospital and doctor's appointment etc, for a small charge. They are happy to expand to Launceston if the need is there and they can recruit drivers. Finally, I was invited to do an interview about PPGs for the CHBN (Cornwall Hospital Broadcast Network) which I believe went out on air on Sunday the 23rd.*

*Keep well and safe and I look forward to seeing you all at the next meeting.*

### **Practice Manager's report:**

The Practice Manager, Andrew Yardley, sent his apologies, and his report was presented by the Social Prescriber, Jess Careswell.

The new website has been 'soft launched' xxxxxx

The existing site at [launcestonmedicalcentre.co.uk](http://launcestonmedicalcentre.co.uk) will be updated within the next week or so. The Practice Manager would welcome feedback from PPG members.

Notable changes to the website:

- Mobile friendly
- Trusted NHS feel with links/text
- New logo
- Up-to-date staff directory + photos
- Up-to-date PPG section
- Translation service for non-English speaking patients
- Updated Patient Zone
- Updated telephone status
- Refreshed content

The Practice Manager would like to thank Launceston Photography Club for providing brilliant images.

Dr Jack Clarence-Smith has joined the Practice and will be working on Tuesdays and Thursdays.

Cornwall practices now have an enhanced service to manage complex dressings. This secures onward provision of the leg ulcer clinics at Launceston Medical Centre.

The Winter Pressure Clinical Hubs are continuing in 2025-2026. 1300 patients have been seen since December 2024 which has helped the Practice greatly.

### **Questions for Andy:**

**Q1.** The community is curious to know more about the Exeter Street Health Hub. Could there be an advertising campaign to raise awareness? There is no information on Launceston Medical Centre website.

A. *See Social Prescriber's update*

**Q2.** When physio assessments and exercises were at the Medical Centre, it took three days to book an appointment. Now it has passed to Launceston Hospital's Physio Dept., the waiting time is three months or longer.

A. *There have been no changes to the FCP (First Contact Physio) service at Launceston Medical Centre currently, but the service will stop in April 2025. All physio requests will be sent to Launceston Hospital. This is to ensure that the Practice uses its funding to provide services for which it has been commissioned.*

**Q3.** Why are the current Minutes for the PPG meetings not on the PPG section of the Launceston Medical Centre website? The last ones are from November 2024.

A. *The existing website has not been updated pending development of the new one.*

**Q4.** A question concerning KLINIK – how many times since the beginning of 2025 has the KLINIK system closed early and what was the earliest time it closed? Is there an opportunity for the system to allow access for admin enquiries at any time?

A. *I don't have the exact figure though I would say about five times. Earliest time closed would be around 11am but we do not store this information so I cannot tell exactly. We would like to keep the admin parts open, but it is difficult to do this with the current system. We are working towards being able to keep the online form available throughout the day, but we need to differentiate between routine enquiries and those that need urgent on-the-day action.*

#### **Social Prescriber's Report:**

*Referrals to social prescribing/ Health Hub- there have been 226 referrals into the hub social prescribing service since the launch of the Health Hub on 11<sup>th</sup> July 2024. 188 direct referrals from this GP practice have been made into hub services. The total number of people who have accessed a hub service is higher again (drop ins, have seen posters and self-referred etc)*

*Dr Rebecca Magill, Clinical Psychologist, and I are busy gathering data and putting a report together for our Hub funders. We hope to publish this in time.*

*Hub Pentreath IPS (Individual Placement & Support) worker role has been filled, and the new staff member is due to start working from the Health Hub the end of March 2025*

*Thanks to the PPG for sharing the posters for groups and services that I send. I always appreciate the effort you make to support the Hub and the Practice.*

*Due to a kind and generous donation from Launceston Lions and Launceston Royal Naval Association, we now have sound proofing tiles in the 3 '1-1' rooms in the hub. We have received very positive feedback about this.*

*Andrew Yardley, Practice Manager, continues to be busy putting together the new practice website. This will also provide a space for us to direct people who have Hub queries as we will list services, posters, and general hub information.*

*I have put together a Health Hub Facebook page which, when approved by the PCN (Primary Care Network), will be launched and used to promote groups and services running in the hub.*



Launceston Health  
Hub Services March 2

**To Note:**

**Update to Action List** - *in keeping with the NHS 10-Year Plan, to promote the prevention of illness and lead a healthier lifestyle*

**'A Day in the Life of...'** – interview with members of staff describing their role in the Medical Practice. The first interview was with Patient Advisors, and this will be published in the next edition of *Launceston Life* in which the PPG has a regular slot.



A day in the life -  
Patient Advisor.pdf



Launceston Life  
PPG.pdf

**Renal Dialysis Unit for Launceston** – Ben Maguire, MP, contacted relevant authorities on our behalf – commissioning of renal services to be allocated to CIOS ICB from April 2025

**Launceston Memory Café** - Cym Downing Radio Cornwall interview 26 March 2025 @ 11am

**Age Concern Bude** – transport for over-50s [ageconcernbude@outlook.com](mailto:ageconcernbude@outlook.com) 01288 355007

**Meeting closed at:** 7.00pm

**Date of next meeting:** Monday 12 May 2025

(Cym Downing left for another meeting)

**Extraordinary Meeting 7pm**

The Draft Constitution was approved by PPG members with the addition of a designated month for the AGM – see attached below.

**Proposed by:** Steve Dymond.

**Seconded by:** Mary Groves.



Constitution 10  
March 2025.pdf

**Meeting closed at:** 7.15pm