

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

11 December 2024 at 6pm at Launceston Medical Centre and Online

Present: Paul Ford (Chair), Joan Heaton (Vice Chair), Cym Downing, Steve Dymond, Mary Groves, Cate Harvey (online), Liz L'Estrange West (online), Leighton Penhale, Bonnie Soanes, Sylvia Thevissen

Welcome to Andi Snook from the Exeter Street Health Inequalities Hub who was observing our meeting prior to setting up a similar user's group.

Apologies: Helen Bailey, Jess Careswell – Social Prescriber, Janet Ford, Pam Griffiths, Dawn Rogers (Pam and Dawn had technical problems accessing the meeting online)

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

Chair's Report:

At our last PPG Meeting we welcomed two new members Jaci Evans & Sylvia Thevissen we sincerely hope they enjoyed the experience and look forward to seeing them at the next meeting. I'm afraid that my wife Janet has decided to leave the PPG for the time being as she has a lot going on at present and does not feel able to devote her time to the PPG. This last month seems to have flown past, and I cannot believe it is PPG Meeting time again already. I am hoping to report at the meeting on the first meeting of the new Comms Group which we hope will help focus on the aims and purpose of our PPG, I will keep you posted. We were hoping that a couple of people from the Practice Partners Project would be attending the December meeting, but they have postponed till the January meeting now. Keep well and safe and I look forward to seeing you all at the next meeting.

To note: The Practice Partners Project helps people with learning disabilities/autism and their GP surgeries to work together to provide good services for patients. The Project will be working from the Orchard Centre in 2025.

Practice Manager's report:

Dr Wells will be retiring and will leave the Practice in March

CVD Lead Laura Welsh has left her position at the Practice.

A new CVD lead has been appointed starting in January.

Two student psychologists are working with Dr Magill.

A new Patient Advisor has been appointed.

A new Reception Manager has been appointed.

The previous Reception Lead, Leeann Charnock is now Patient Liaison

Geraint Williams is our new in-house pharmacist.

The phone systems are working well, and better continuity of service noted.

Discharge summary delays – Following audit of incoming discharge documents we have established discharge summaries are being received and actioned in a timely fashion following previous concerns of delays. We will continue to monitor.

Responses to patients' questions:

Q1. *Patient is a Blue Badge Holder and disabled due to a health condition. He applied to Cornwall Council for an Energy Grant to uplift his house to normal health and safety standards. He asked the surgery for a signature on his health profile in order to make his application. He just needed a signature of a GP to verify the notes. He was charged around £45.*

He is querying the charge as Cornwall Council and the NHS are partners, and vulnerable people are being encouraged by Cornwall Council to insulate their homes in the interests of their health.

A. It was noted that an initial copy of medical records would be free of charge.

See GP Chargeable Fees below:



Q2. *During the recent storm, many patients in the area had no heating, cooking facilities, phone/computer access for 3 days. What provision is there for vulnerable patients who need assistance with the above, or an electricity supply for medical equipment, during such an emergency when even our usually reliable 'warm spaces' had no heat?*

A. The GP Practice is aware of its vulnerable patients but is unaware of an official NHS list. *JH to check with ICB Board for further information.*

Many items of medical equipment have battery backup for short term energy loss. The recent storm however was of long duration and batteries might not have been sufficient. Reference was made to Town and Parish Emergency Plans, but it was acknowledged that, without an up-to-date single point of contact within towns and parishes, they might be ineffective.

Q3. *Could MENOPAUSE be included on the KLINIK form?*

A. CH to go through the KLINIK form with Andy.

Q4. *Could LOW BLOOD PRESSURE be added to the KLINIK form?*

A. Andy requested feedback from patients which he can then take to KLINIK for additions to the Triage Form to improve the service.

Q5. Can patients be informed if their medication is changed as side effects might be problematic?

A. Patient should be informed of any changes. Each case should be looked at separately. AY will speak to Bonnie re his individual case.

Q6. Many patients are experiencing problems with prescriptions being held up or only partially fulfilled. Can the Practice advise?

A. There have been staffing problems around sickness as well as supply issues for many pharmacies. Community Pharmacies are taking on extra responsibilities for some ailments to help GP Practices. Andy has good contact with local pharmacies and will reach out for feedback.

Social Prescriber's Report:

I don't have an awful lot to report this time as I have been off other than to say we have our new adult social prescribers in post now, and I appointed a CYP (Child and Young People) social prescriber on Monday.

Election of Officers:

The AGM and election of officers was postponed until the January 2025 meeting to be fully compliant with the terms of the PPG Constitution.

Priorities for 2025:

PPG members present decided on the following priorities for 2025:

- To continue to support the Exeter Street Health Inequalities Hub
- To support the new website pending early 2025
- To support and lobby for Dementia Care

PPG Comms Group Meeting:

Held from 5pm to 5.55pm at Launceston Medical Centre, prior to PPG Meeting.

Present: Steve Dymond, Paul Ford, Mary Groves, Joan Heaton, Andrew Yardley.

The group was proposed by Malcolm Tulip to investigate communication possibilities between Launceston Medical Centre and patients/carers.

It was decided unanimously that all PPG members could engage in actions to investigate communication possibilities rather than creating a separate group.

The following ideas were mooted:

- PPG Noticeboard in Reception, to be organised by Andy, funded from PPG funds held by Launceston Medical Centre

- Paul to check with *Launceston Life* re charges for publishing PPG information approved by Andy
- PPG information on the TV screen in Reception
- PPG Newsletter to be distributed to local councils/village halls/community publications
- Updated induction leaflet for PPG members
- Diverse means of communicating to cover all sections of the community
- *A Day in the Life* quarterly interviews with members of staff at LMC – Mary Groves to interview selected staff members as discussed with Andy
- Pictograms for information in Reception
- PPG questionnaires – simple closed questions to wide cohorts of patients/carers for feedback on services

Meeting closed at: 7.15pm

Date of next meeting: Wednesday 15 January 2025 (AGM)