

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

**15 January 2025 at 6pm at Launceston Medical Centre and Online**

**Present:** Paul Ford (Chair), Joan Heaton (Vice Chair), Cym Downing, Steve Dymond, Pam Griffiths (online), Mary Groves (online), Pete Hancock, Liz L'Estrange West (online), Leighton Penhale, Dawn Rogers, Andi Snook (online), Bonnie Soanes, Sylvia Thevissen (online), Andrew Yardley (Practice Manager)

**Apologies:** Helen Bailey, Jess Careswell (Social Prescriber), Cate Harvey, Malcolm Tulip (apologies for last two meetings also)

Welcome to new PPG member Pete Hancock

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

**Chair's Report:**

I trust that you all have had a very good Christmas and enjoyed the New Year celebrations. Now we have 2025 to look forward to with all its challenges! I really don't have much to report from over the last month, the AGM was postponed to the January meeting as we needed to make sure enough notice had been given to our patients who may wish to attend. Speaking of that, Joan and I are both happy to carry on in our current roles, unless you all say otherwise! However, someone to fill the role of secretary would be most welcome! As we all know, over the past few weeks there have been some awful "bugs" doing the rounds – Covid, Flu and Norovirus, this has put an enormous pressure on the Medical Centre and the local hospitals, that being the case, I have purposely not made contact with the Medical Centre and have just waited to see if there is anything they need. I had an appointment with Dr Amit, and he said how grateful he and the staff are for the continued support the PPG has given them, so well done us! Jess is busy with organising the Exeter Street Hub and I have circulated information about some of the activities being held there. They are going to be setting up a Hub PPG and we wish them great success. Joan & I will be getting a "peek" at the new website on Monday, so I hope to report on that at the meeting. Keep well and safe and I look forward to seeing you all at the next meeting.

**Practice Manager's report:**

The '*Day in the Life*' quarterly interviews with members of staff are ready to start with PPG member, Mary Groves, to interview face to face at the Medical Centre – Mary and Andy to arrange dates.

Andy is to catch up with PPG member, Cate Harvey, to go through the KLINIK form to include a dedicated MENOPAUSE tile.

There is now a PPG Noticeboard in the Waiting Room to the right of the TV screen. The PPG Chair has access and can display information of interest to patients.

The Winter Pressures Clinical Hub, funded by the Cornwall and Isles of Scilly Integrated Care Board (CIOS ICB) is working well, with 632 patients being seen there during December 2024. The Tamar Valley Health practices are due to have their own Clinical Hub in place soon in Callington, so will not be reliant on the Launceston Clinical Hub.

The Ruby County Group of practices is requesting that patients wear clinical masks when visiting the practices. Andy is to ask Pete Wyatt, Infection Control Lead, for his advice for the Launceston practice regarding this.

The practice website is being renewed in March 2025. The Chair and Vice-Chair have offered feedback after viewing with Andy. Doctors' profiles will be updated. There will be a dedicated PPG section with more detail about meetings, members and their work. There will be information on access and transport to the Medical Centre and other health care venues.

Patients on the Dementia Care Register at the practice are called in for a Dementia Care Review to check key health and well-being issues for support. This is a health check and not a Dementia Assessment.

### **Questions for Andy:**

**Q.** A question came up at the PPG Umbrella Group Meeting regarding LIVI and I would like to ask if you are experiencing the same situation - apparently the East Cornwall PCN has heard that LIVI is experiencing up to 30% DNA rates from patients. Are Launceston & Callington having the same issues?

*A. Andy to check as clarity is needed whether these are patient DNAs or Livi doctor DNAs (Did Not Attend).*

*Launceston Medical Centre Nurses experience approximately 7% DNAs, and the practice is reviewing these. The practice is trialling making appointments not too far in advance to see if this reduces DNAs.*

**Q.** The PPG would like to know how the increase in NI contributions and the rise in the minimum wage will affect the Launceston Medical Centre in the future.

*A. There will be quite a cost from April 2025 when the National Living Wage will be increasing also. There is no funding increase in place for the practice at present, but being a dispensing practice helps as it generates income.*

**Q.** Does LMC have plans to implement the Brave AI program, we understand that the Clays Practice are the "guinea pigs" but East Cornwall PCN have elected to begin using it.

*A. Brave AI has been offered by the Primary Care Network (PCN), but Launceston Medical Centre (LMC) has not accepted. Brave AI checks medical records for high-risk patients. LMC has risk strategies in place already but will look at the offer again when more staff resources are available.*

**Q.** Patients are being cut off the telephone if there are too many people in the queue. Can this be remedied?

*A. The telephone system is being better managed now. The reasons for being cut off can include the loss of signal or human error. If the patient rings back straightaway, they should retain the same position in the queue. The patient can also use the 'call back' option offered.*

Q. Could the cutoff time for KLINIK forms to be accepted on the day (2.15pm) be extended?

A. *Andy is working with the KLINIK system supplier on this issue – it is a work in progress.*

Q. Could the PPG have a dedicated email address?

A. *Yes*

Q. Can times and dates of PPG meetings be added to the PPG noticeboard?

A. *Yes*

**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

**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
- To lobby for a Renal Dialysis Unit in Launceston

**Meeting closed at:** 7.00pm

**Date of next meeting:** Wednesday 12 March 2025