

Minutes of the meeting held at 6 pm on Wednesday, 19 February, 2020

at Launceston Medical Centre

1. Chairman's welcome, confidentiality reminder and introductions

The chair, Joan Heaton, welcomed everyone and reminded them that some matters discussed during the meeting might be confidential. She asked members not to talk about anything raised during the meeting until after the minutes were distributed.

Those present: chair Joan Heaton, Steve Dymond, Gill Brown, Leighton Penhale, Maureen Amy, Dawn Rogers, Les Whaley, Paul Ford, Jane Moore, Patty Taylor, Andrew Yardley (practice manager), Luiseach Gillespie.

2. Jane Moore, of Purple Angel Cornwall

Jane explained the background to the Purple Angel organisation and the work they do to spread awareness of dementia. Her understanding of dementia developed when her mother was diagnosed with the disease and lost a lot of her friends because they did not know how to cope with it. Through the internet she became friends with Norman McNamara from Devon, who was diagnosed with dementia at the age of 50. His wife and carer is his "Angel". He was raising awareness of dementia in Torbay, his home town, and asked if anyone could design a logo to be presented to shops and businesses so they could understand how they could support and help people with dementia, carers and families. Jane 'doodled' the angel and coloured it purple. That was how the Purple Angel was born.

Norman's success spurred her on to visit her local shops in Camelford, asking all staff to read *The Guide To Understanding Dementia*, written by Norman. She received support from local organisations and businesses who helped with funding the printing for stickers and posters

Over 700 shops and businesses in Camelford, Launceston, Bude and St Austell have now committed to support people with dementia and are re-visited every year with updates and now Newquay, Looe and Truro have also joined with Purple Angel to raise awareness in their towns.

The message had spread through the internet and across the world people adopted the Purple Angel emblem as their guardian, giving support and hope. Over 1050 ambassadors from 58 countries around the world are now "flying" the angel and spreading awareness in their own ways. In this county, memory cafes are being set up, training is taking place in hospitals and Purple Cities Alliance aims to join other cities across the globe together in one mission.

Jane said she was always willing to give talks about Purple Angels and about supporting people with dementia. Purple Angel Cornwall had trialled a project to provide MP3 players to people with dementia because it had been shown that music had a positive effect on those with dementia.

'People respond, start to sign, remember things and take more interest in what's going on, even eating more,' said Jane. 'The MP3 players have been shown to relieve anxiety and we are now rolling out the scheme on a wider basis.

3. Apologies:

Liz L'Estrange West and Cym Downing.

4. Minutes of January meeting and matters arising

Ulcer clinic (item 3, paragraph 2)

Joan said that Laura, our community worker, was in touch with various organisations with a view to finding a location to host a Centipede Club (ulcer clinic) and Andy said the GPs supported the project and discussions were still on-going with the district nurses.

Renal Dialysis Unit

Joan reported that the Launceston renal dialysis had closed in the autumn and that patients now had to

travel to Plymouth or Holsworthy for treatment. The contract with the private operators had finished and the unit had closed without consultation. Concern was expressed by the PPG that the unit had closed without consultation and the effect that the closure was having on patients who now had to cope with extra travelling time and costs.

5. Practice Manager's update

Building extension

Andy reported that the new build was progressing and the walls were going up, although work was three or four weeks behind schedule because of the bad weather. The builders hoped to make this up as/if the weather improved.

As the entrance from the reception area through to the waiting room would not be altered as part of the refurbishment of the existing building, consideration was being given as to how that access could be improved because patients often struggled with the cumbersome double doors.

Social prescribing

The new post of social prescriber had been offered to one of the recently interviewed candidates and Andy was hopeful that she would accept the position.

A social prescribing board had been put up in the waiting room and was already half-filled

New phone system

It was anticipated the new phone system would be installed over Friday 21-Saturday 22 February providing a minimum of 20 incoming lines, compared with six at the moment. Trials were currently taking place and, if for some reason, the planned transfer to the new system could not take place at the weekend, then it would happen shortly afterwards. It was anticipated that there would be no disruption for patients; rather they – and staff – would benefit from having more lines.

LIVI

Andy said that it was planned to roll out LIVI, the system for on-line GP consultations out-of-hours, to care homes with a view to preventing unplanned admissions to hospital.

Landscaping

Paul asked whether there were plans for landscaping the area between the hospital and the new build because that would be important for patient well-being and recovery. Andy said it was still early days in the construction work yet.

Site traffic

Andy said he had asked for a larger notice to be placed at the entrance to Landlake Road saying that site traffic should use the next entrance because drivers, intent on negotiating the traffic, overlooked the current small sign. It was also reported that the builder's signs were constantly being blown down in the strong winds

6. Chair's report

PITCH

Joan said Nigel May, of East Cornwall PPG Umbrella Group, had asked how many surgeries were using PITCH (Peer Improvement Tips for Care and Health) in relation to re-admissions to Derriford Hospital.

Andy said Launceston surgery was unaware of PITCH.

Paul to ask for more information at Umbrella Group

The Launceston Connections Group, formed at the networking meeting on 25 November had set up two sub-groups - 'Connections' and 'Services' – but the impetus for 'Connections' had dwindled. Joan reported that Pat, from the Orchard Centre, was working to re-ignite the enthusiasm from the networking meeting and would bring the two groups together at a meeting in March.

Social Prescribing Directory

Joan reported that she had been in touch with two organisations that could be included in the directory: Launceston Visually Impaired Group and the Community Garden and Greenhouse organisation, which sought to create community gardens.

Agreed the two groups be added to the directory

Secretary stepping down

Joan reported that the secretary, Patty, had announced that she would be stepping down at next month's AGM after five years in post. The hunt was on for another secretary.

7. Treasurer's report

The treasurer's report showed a balance of £676.00 but Gill said that it should also have noted that £5,000 was owing to the PPG (the grant from the East Cornwall Primary Care Network Access Improvement Fund).

Gill advised that it would be sensible for the AGM to be held after the end of the financial year so that the year-end accounts would be available for discussion. **Agreed**

8. Proposals for funds already in hand

Maureen said that provision of a quiet room had been suggested when the new build was completed and she proposed:

- 1a) that if a quiet room becomes a certainty that such a room be equipped and decorated by/or with Cym's suggestions and/or other LMC staff, using such funds.
- 1b) funds be set aside for an annual refurbishment of said quiet room.

- 2) that if a second waiting room becomes a certainty that the play area be provided with durable toys/books from the above funds.

Andy said that the new build would provide 10 additional consulting rooms and he supported the idea of a quiet room. As yet, no final lay-out for the practice had been decided.

Gill said the proposal should be agreed in principle and that it was important to equip the children's play area with appropriate furniture and toys.

In light of the earlier talk about the effect of the MP players with music in relieving anxiety, she further proposed that the medical centre purchase two players for use by patients who were unsettled by being at the surgery.

It was proposed by Pam, seconded by Patty, and unanimously agreed that:

- PPG funds should be used to equip and decorate a quiet room (if one becomes available);**
- PPG funds be used to provide appropriate furniture and toys for the children's play area;**
- PPG funds be used immediately to buy two MP3 players for use by patients at the surgery.**

9. Any Other Business

Les reported that he was raising with PALS (the NHS Patient Advice and Liaison Service) the problems for patients from Launceston and surrounding areas being given hospital appointments at Derriford for 7.30 or 8am. He pointed out that for elderly and sick patients, and their drivers, that meant getting up at 6am. He was suggesting that the early appointments were allocated to patients living in the Plymouth area.

Les updated the group on the town bus service and said that from April Citybus would be taking over the contract. The new route would include a stop at Homeleigh, a service that would enhance opportunities for social interaction for people without their own transport.

Paul said the Cornwall Air Ambulance Appeal had raised £2.8 million and the new air ambulance was due to come into service on 1 April. It was currently having its medical fit. More pilots and paramedics had been recruited and the air ambulance would be operations for 19 hours each day.

10. Date of next meetings

The PPG Annual Meeting will take place on Wednesday, 25th March, at 6pm.

The building sub-group will meet on 18th March

There being no further business, the meeting closed at 7:55pm.