

Minutes of the meeting held at 6 pm on Wednesday, 22 January, 2020

at Launceston Medical Centre

1. Chairman's welcome, confidentiality reminder and introductions

The chair, Joan Heaton, welcomed members 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, Les Whaley, Maureen Amy, Pam Davy, Paul Ford, Dawn Rogers, Patty Taylor, Steve Dymond, Helen Price, Jo Keogh, Leighton Penhale, Rosemary Bromwich, and practice manager Andy Yardley.

2. Apologies:

Liz L'Estrange West, Gill Brown and Cym Downing.

3. Minutes of November meeting, building sub-group and matters arising

LIVI (item 4, paragraph 1)

Andy said that so far 330 patients had registered with LIVI, the online access to GP support available to patients through all nine surgeries in East Cornwall. It provided an opportunity for patients with smart phones or android devices to have an online consultation with a GP out of normal surgery hours. The surgery's GPs were satisfied with the advice being provided through the service and feedback from patients was positive.

Ulcer clinic (item 2, paragraph 2)

Joan said that facilities were still being investigated 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.

Safeguarding (building sub-group)

Joan said there was general concern about the issue of inadequate safeguarding and she had been following that up with the clinical commissioning group. There was a specific issue that had been raised by Cym and Joan would be taking that up with Andy. Paul said members of CAP (Citizens Advisory Panel (NHS Kernow) - an independent voice in the Cornwall & Isles of Scilly Health and Care Partnership) had been asked to find out what was responsible for safeguarding at their surgery. Andy said that he and Dr Parkinson? were the contacts. He said 20,000 leaflets on safeguarding had been produced by Cornwall Council and that some had just arrived at the medical centre.

4. Practice Manager's update

East Cornwall Primary Care Network – Patient Access Improvement Fund

Andy reported that £5,000 had been donated to the medical centre by the Patient Access Improvement Fund for the PPG to spend on equipment, etc., that would help patients access services at the medical centre, perhaps things such as handrails, dementia-friendly signage. It would be for the PPG to identify items that would benefit patients.

Social prescriber

Unfortunately, the recently appointed social prescriber had to leave the post for personal reasons and the post was being re-advertised.

Internet connection

A new internet connection system was to be installed at the medical centre on 5 February. That would mean that the internet would be turned off at the centre for a few hours that day but the new system would

speed up access to the computer system for all staff.

New phone system

A new phone system will be installed mid-February providing 20 incoming lines, compared with ?? at the moment. This will mean more lines will be available both for incoming calls but also aid doctors and staff who need access to external lines. The operation of the new system will replicate the current system which has proved satisfactory. The new system will be extended to cover the new building in due course.

Patient advisers

Eight members of staff have been trained as patient advisers (an extension of the former role of receptionist) and six were available on any one day. Patient advisers receive full training in how to help patients choose the clinician best able to minister to their condition. It might be a doctor, a nurse practitioner, para-medic, nurse or pharmacist. When patients rang in, there were GP recorded messages to explain the system and, on the whole, patients were content to explain their needs to the adviser.

Dr Parkinson is the Safeguarding lead and although I didn't mention at the time it's worth recording that Sarah Carmichael (Patient Advisor) is the admin contact.

Minimum of 20 lines compared to 6 currently!

Patient Advisor is the correct spelling

"it was worth installing new ducting for about nine months." Can this be changed to "it was worth installing new power/network cabling when the area will be refurbished shortly"

6. Chair's report

Cross-border (Devon-Cornwall) issues with social services and NHS

Joan, who had contacted our MP about problems with cross-border funding with social services support, reported that she had since been alerted to two cases of elderly Cornish patients being discharged from Devon hospitals without their next-of-kin being informed. The MP will be following up on these cases.

Stratton Hospital

Stratton Minor Injuries Unit

The pilot MIRC?? which was due to run at Stratton Hospital until March had been halted suddenly because staff were required to ease the pressure at Treliske. However, there was a great deal of activity underway to find a solution.

Constitution and Confidentiality

Joan reported that the PPG committee had met on 10 December to review our PPG's constitution and to consider the issues of confidentiality and accountability and to make recommendations to the full PPG. (Notes of that meeting attached.)

Constitution - *The committee felt that the constitution needed no amendment at this time. **Agreed***

Confidentiality – *The committee recommended that any decision on confidentiality should be made at the time the issue arose, whether at sub-group or at full PPG meeting, and that item would not be included in the notes or minutes of the meeting. **Agreed***

As far as discussing externally matters considered at PPG meetings, the committee recommended:

that the secretary should send the draft minutes to the chair and the practice manager after the full PPG meeting. Once their amendments had been received, the draft minutes should be circulated to the committee and, once their OK had been received, then the draft minutes could be circulated to all members. It was at this point that members would be free to discuss the contents. (Note: minutes/notes of sub-groups would remain confidential until they appeared in the draft PPG minutes.)

After some discussion, the proposal was put that the PPG should continue its current practice whereby the secretary submits the draft minutes to the chair and practice manager and, after their sign-off, distributes the minutes to the entire PPG. Once the minutes have been thus circulated, members are free

to discuss their contents externally. **Proposed: Jo; seconded: Maureen; approved unanimously**
Joan said although there was no requirement for PPG members to declare their interests would be helpful to know if members had any experience/belonged to organisations that would support the PPG's work. Patty suggested that it might be wise, given that the PPG was now responsible for handling funds, for the committee and officers to declare their interests.

6. Building project group meeting 15/1/20

Primary Care Network - doctors' contracts

Joan explained that the issue of an NHS consultation about proposed contracts for doctors under the PCNs had been raised at the Building Sub-Group (and not waited until the full PPG) because Paul needed information for an East Cornwall PPG Umbrella Group meeting the next day. Paul said the fact that all practices had combined in a joint response from the East Cornwall PCN was welcomed, but the Umbrella Group felt that letters from individual PPGs would strengthen the case. He said there were issues that caused special concern in Devon and Cornwall and that would affect the way the money was spent. It was also considered that a two-week period for such an important consultation was totally inadequate. A letter was being drafted by the Umbrella Group for the PPGs.

7. Treasurer's report

The treasurer's report showed a balance of £676.00

8. Climate Change - NHS South West

Discussion: *What can we do as a PPG to help with any of the recommendations of the report.*

Pam suggested that one way would be to press for more consultants to hold their consultations in Launceston which would save a great deal of patient travelling time.

Maureen suggested that patient transport be co-ordinated so more patients could share, but Les assured her that happened whenever practicable.

Jo said drugs that were returned to the pharmacy unopened should be re-used instead of being destroyed.

Maureen suggested facilities at the medical centre for re-cycling inhalers. Helen said that Launceston Community Network was discussing a project for introducing dry powder inhalation.

9. Launceston PPG's presentation at the PPG Conference

Paul showed the slide presentation 'What Makes a Good PPG' that he and Joan had made to the PPG conference. He said it was a pity that of the 90 delegates only 10 were representing PPGs. The presentation was well-received and he and Joan later conducted three workshops. PPG members were impressed by the presentation and asked if it could be shared with patients. Andy said he would see whether it could be made into three slides to show on the waiting room screen.

10. Any Other Business

Les said that two patients had asked him to raise the problems of congestion in the front lobby with people waiting for prescriptions blocking the entrance, making it difficult to get to the toilets or to register their arrival.

Jo suggested that perhaps the Arrivee machines could go into the reception area. Andy said placing them in front of the old pharmacy hatch was being considered, but questioned whether it was worth installing new ducting for about nine months.

Les suggested a notice asking patients to bear with the congestion which would only be for a short period.

Andy asked Joan whether any of the college students due to attend the next PPG meeting were interested in medical careers. If so, he could perhaps arrange for one of the clinicians to come and meet them.

Joan to check with the students

11. Date of next meetings

The next PPG meeting will be Wed, 19th February, 2020, at 6pm, when Jane Moore, of Purple Angels, will be our speaker.

The building sub-group will meet on 18th March.

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

There being no further business, the meeting closed at 7:25pm.

DRAFT

Launceston Medical Centre
Patient Participation Group (PPG)

Notes of the committee meeting held at 6 pm on Tuesday, December 10, 2019
at Coupland House, 1 Castle Street, Launceston

Those present: chair Joan Heaton, Maureen Amy, Paul Ford, Les Whaley, and Steve Dymond.

Joan explained that the committee meeting had been called to

1. review the constitution and see whether it would need updating at the AGM, and
2. consider the issue of handling confidential matters that might arise in a meeting:
 - a. Who decides, and at what stage is the decision made, that an issue is confidential: i.e. is that decision made at sub-group/working party level or does it have to go to the full PPG for decision?
 - b. After an issue has been discussed by the full PPG, at what stage is it appropriate for members to discuss it outside the group; i.e. is that after the draft minutes have been circulated or should it be after the minutes have been approved by the full PPG?

1. Constitution review

The committee considered each item of the constitution and agreed that there were no changes that needed to be recommended to the full PPG.

2. Confidentiality

It was decided that a decision on confidentiality should be made at the time the issue arose, whether at sub-group or at full PPG meeting and that item would not be included in the notes or minutes of the meeting.

There was a lengthy discussion on when it was appropriate for members to discuss outside the meeting any matters discussed by the PPG. Committee was unanimous that it was unrealistic for PPG members to have to wait for formal ratification of the minutes at the next PPG meeting two months later.

Eventually it was proposed that the secretary should send the draft minutes to the chair and the practice manager after the full PPG meeting. Once their amendments had been received, the draft minutes should be circulated to the committee and, once their OK had been received, then the draft minutes could be circulated to all members. It was at this point that members would be free to discuss the contents. (Note: minutes/notes of sub-groups would remain confidential until they appeared in the draft PPG minutes.)

Action: Secretary to put this proposal on the PPG January agenda

It was also suggested that all patients, when joining the PPG, should make a declaration of interests listing:

The organisations they represented formally

Other organisations that they belonged to.

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