

**Launceston Medical Centre
Patient Participation Group (PPG)**

**Minutes of Email Meeting
Wednesday, 17 June, 2020**

1. Confidentiality reminder: all reports with this agenda are confidential until the minutes/notes of this e-meeting are distributed.

2. Practice Manager's report: attached

3. Chair's report: attached

4. Vice-chair's report: attached

5. Paul's update from the weekly Governors briefing from CPFT

6. Treasurer's report: attached

7. Any questions or comments

This is an opportunity for PPG members to ask questions of the practice manager or our officers on the reports contained with this agenda (just as you would at a normal PPG meeting in the surgery). Please start by giving the name of the person to whom you are addressing the question; e.g. Andy: are staff at the medical centre able to be tested for Covid 19 yet? Also state to which paragraph in the report you question/comments relates

Responses to item 7 are also the opportunity for PPG members to add relevant comments/updates of their own.

2. Practice Manager's report

New Build

Building is going well and we are expecting Phase 1 to be completed by 03/08/2020. At this point we will have access to the new building and the next phases will start which consist of the refurbishment of the existing building. Currently we have had a temporary unit installed in the Dr's car park, which serves as a replacement for Room E, which will become the patient entrance to the new building.

Operational update

We are coping really well during the covid-19 outbreak and although we are busy, we do not have any staff off with any covid-19 related illness. Our dispensary continues to be very busy and our staff are stretched.

New phone system

We are finding our new phone system has helped enormously with supporting staff working from home (would not have been possible with old system). This week I have written a program that allows us to monitor incoming call queues, which we couldn't do before. This has meant we can be more dynamic in responding to patient demand (especially on Mondays where we are three times busier than normal). We have a small icon at the bottom of our screens that tell us how many patients are waiting in the call system.

I have also enabled an announcement for queuing patients to tell them the expected call wait time.

I would like to thank the PPG for their continued help, support and feedback that has helped us all cope during this outbreak.

Andrew Yardley
Practice Manager

Question from Gill:

Andy, how are the masks we bought being distributed and how is wearing them being enforced?

We ask patients to wear their own face covering when they enter the premises. If they do not have one we offer one of the PPG supplied items. We don't really have any exceptions here but would be mindful of any specific medical reasons why patients cannot wear them.

Questions from Paul Ford:

1: How many patients are taking advantage of Livi and what proportion of consultations by all clinicians are being conducted via video or phone, and do you think this way of carrying out consultations will continue after this epidemic has passed.

Please see enclosed LIVI stats. Currently the majority of appointments are either remotely or via video. We are still trying to adhere to the guidance regarding carrying out remote consultations where possible. I do hope we will continue to offer these services as they offer a greater choice to our patients.

2: You mentioned that Phase 1 will be completed by August 3rd, is that ahead of schedule and are you still hoping for completion before the end of 2020?

This is based on being approx. 10 weeks behind schedule, which is the current case. Full completion will hopefully be in 2020!

3: Are you finding you are getting better reporting of discharges from Derriford?

I didn't know we were having problems with discharge summaries. Sorry If I have missed something here. Please contact me if there is something I need to look into.

4: That is excellent news about the new phone system you must be so pleased with the new features you are able to make use of without having to rely on the supplier to program the system.

Yes very pleased, I have ordered approx 20 new handsets for the new building, which will just be plug and play. We have also purchased a conference system for the new building. I would like to always have a video option for future meetings.

5: With the news that the KCCG are going to stop paying for PPE it has made it more vital for you to be able to access the funds from the community, have you been able to source sufficient stocks for the foreseeable future.

I do believe there has been a turn on this by the CCG. Current supply is very good.

6: Has the practice taken advantage of the CATU (Clinical Assessment and Treatment Units) as yet and, if so, how did you find the service.

I've not heard of this.

Question from Helen Price:

How well used has Livi been during the crisis? If remote consultations are going to be the way forward how well the service is working during the crisis will be interesting.

LIVI is very good. I would like to utilise LIVI more as currently we are one of the highest users within the PCN. It still is a underutilised service. Please see enclosed stats.

Questions from Dave Gordon:

1 It has been reported to me on 4 separate occasions that the builders of the extension are not following the social distance guidelines.

I can appreciate that this is not an easy practise on a building site, but standing in groups of 6 is a blatant disregard to what the country is being asked to follow during the pandemic.

Can you confirm that all builders on site are expected to follow social distancing guidelines?

Thank you for bringing this to my attention. Everyone is expected to follow social distancing guidelines. We have had to educate some of the building team in this regard especially during visits to the Practice. I will pass on these comments as I think it would be a good reminder of what is expected. Currently all visitors to the Practice need to wear a face covering.

2 Patients of the Medical centre who receive regular injections for various illnesses, have been told that due to Covid-19 their appointments have been cancelled.

Can you advise what arrangements will be made for the patients who require such injections, to receive their much-needed treatment.

Any routine appointments including bloods, injections and minor surgery have been postponed if the patients GP feels this is safe. We continue to carry out essential bloods such as chemo bloods and pre-op bloods. We work on the basis where we would prefer patients do not come into the surgery unless it is necessary. We will be discussing the reinstatement of our routine services over the course of this week. Last week we reintroduced cervical screening and hope to return to our usual service when it is safe to do so.

3. PPG Chair's Report

As we are still in the throes of Covid-19, we still cannot meet in person nor hold our 2020 AGM. Nevertheless, our 'e-meeting' on 22 April proved useful and informative and we decided to continue in this manner until it is safe to meet normally once more.

PPG and community relations

The PPG has continued to distribute information to the community from the East Cornwall Primary Care Network - 9 GP practices in the east of Cornwall.

PPE funds

The appeal for PPE and emergency premises for the NHS was taken on by the community with incredible results. Approximately £3000 was donated by organisations and individuals from Launceston and the surrounding parishes.

The PPG is holding these funds for the practice manager. Businesses and individuals donated supplies to the medical centre and many residents have been busy at home making masks, scrub bags and plastic shields for our health professionals. All have been publicly acknowledged and we are simply blown away by the strength of feeling and support for our medical practice and the service they are giving us during Covid-19 without exception.

We continue to attend the East Cornwall PPG Umbrella Group virtual meetings to liaise with colleagues at the other East Cornwall practices. Sharing of information is crucial at this time of uncertainty. We also are involved with CAP (Citizen's Advisory Panel) at Kernow Clinical Commissioning Group and the NHS Foundation Trust. PPG members have presented useful feedback from around Cornwall.

eHealth technology

Digital technology has become increasingly important as Covid-19 has prevented us from attending the surgery for medical assistance. I have distributed information about EPIC - a collaborative project seeking to help grow eHealth businesses and improve health, wellbeing and enhance the care quality by using eHealth technology. PPG members can join the event virtually on 9 July for more insight into video consultations.

Update letter to Town Council

We sent a letter explaining our work in the PPG and a copy of our accounts for transparency to Launceston Town Council on 26 May 2020. We are awaiting a response and hope to work more closely with Launceston Town Council in the future to better support our community.

Social prescriber

The Social Prescriber has offered useful updates for the PPG Directory and is using it in the surgery. Copies will be in the waiting room.

Message to carers

We would like to send thanks to all our volunteers throughout the town and parishes who have worked unstintingly for the vulnerable and shielded within their communities during Covid-19. We are indebted to you all for your compassion and care.

Joan Heaton

Chair Launceston Medical Centre PPG

Question from Maureen Amy:

Re social prescribing: will the directory be available online?

Reply:

The PPG Directory will be published on the medical centre website promptly and paper copies will be available in the waiting room.

Our Social Prescriber, Carol Spence, has been advising me on content and my son has been updating the PPG Directory for us.

I have advised Andy that the Support Directory that is currently on the website is seriously out of date as some of the businesses have folded and others have not been able to offer the services advertised. As the local businesses open again, we shall have more information from them about their services.

4. Vice-chair's report

I thought Launceston Town Council would have acknowledge our letter and even thanked the PPG for all its efforts and support for the medical centre.

Tesco Pharmacy

I have reported to Andy some concerns I have heard about Tesco Pharmacy in Launceston handling of prescriptions.

Hospital car transport

There has been a slow start with hospital car transport in Launceston with AGE UK in Truro and TASS in Tavistock but there are limitations in the service as we can only take one patient who must wear a mask per trip and must be in the rear seat without any escorts. Drivers will also be wearing a mask. All patients will be asked if they are well and that they have not been in contact with anyone who has had the virus,

The patients will be taken to the Hospital entrance but drivers will not go into the departments but will go to the car park and wait for the patient or department to call for the patient to be picked up for the return home. The car will need to be cleaned and disinfected on return to Launceston.

All patients are asked to book hospital car service as soon as the appointments comes though from the centre or hospital, even it is many weeks ahead.

Town Council emergency plan

I have put some questions to Chris Drake Clerk of Launceston Town Council about Launceston Community Emergency Plan because there are some details in listings missing and have asked whether there is a plan for a Lock Down.

Medical centre extension

I have been pleased to see work continuing on the building in this Covid-19 lockdown period and hope we will see the opening before the end of the year.

Good reports on our doctors

I have heard some good reports from patients that they have be pleased with phone back calls from our doctors.

Les Whaley

Vice-Chair, Launceston PPG

Question from Maureen Amy:

Re your question to the Town Clerk - are you free to list the questions you asked and the list of details that are missing?

My request to Chris Drake, Clerk of Launceston Town Council, was on a Freedom of Information request on remarks about the PPG which are now in the public domain.

5. Paul's update from the weekly Governors briefing from CPFT

Report on the current work of the CPFT (Cornwall Partnership Foundation Trust) prepared by Paul Ford (Governor-elect for the East Constituency)

COVID-19:

Currently there are approximately 5 cases of COVID-19 being treated in CPFT hospitals and approximately 5 cases of COVID-19 being treated at RCHT (Royal Cornwall Hospital Trust) with 1 being in the ICU. However, the "R" rating for the Southwest is 1, so we are far from being out of the woods, and I have a feeling the demonstrations this weekend in the Southwest will not have helped this figure. But on the positive side, systems and processes have been put in place to be prepared for the second wave of infections.

Clinical Assessment and Treatment Units

The four Clinical Assessment and Treatment Units are working well, and they give local access for assessment by Geriatricians, GPs, Nurses and Radiographers.

Development of positive projects

During this current crisis some really positive things have happened and have been put into place and will continue to be utilised after this crisis has passed. Here are some examples, the use of Artificial Intelligence, the Urgent Care Response Accelerator site, Bodmin Treatment Centre, the Isles of Scilly Hospital development, and the Intellectual Disability Bio-medical research unit that has been established. All really good projects that will be useful for the future. CPFT organised the delivery and training to use of over 50 iPads to its hospitals and some Care Homes so patients can keep in touch with their families during this lockdown.

CPFT staff wellbeing hotline

CPFT have set up a Health and Wellbeing Hotline for their staff should they feel the need to talk through their concerns. Staff absence has been extremely positive - only 3.7% of staff have been unable to attend work due to COVID-19 issues. The overall absence rate is 7.8%, indicating the resilience and dedication of staff.

If this crisis has taught us one thing it is that we must co-operate to get things done, and I pleased to say some real benefits for the future have been started such as the centres where all agencies are working together to get the patient out of hospital and into their home with all the right care packages in place. The Bed Bureau that lets the clinicians know how many beds are available for a particular condition and their location in the county.

Growing workforce

CPFT are pleased to announce that by October 2020 the workforce will be enhanced by the addition of the following: 40 Nursing Associates, 25 Clinical Associate Psychologists, 16 Registered Nurses for Adults, 13 Registered Nurses for the Mental Health team, 5 Registered Nurses for the Learning Disability team, 15 Registered Nurses currently in training via the Open University.

Psychological therapies

In April 2020, CPFT took over Outlook Southwest which will give improved access to psychological therapies, suicide liaison, adult Asperger's assessment and postnatal depression groups.

Mental Health:

Fettle Ward at Bodmin Hospital, has been transformed into an overflow ward (named Archer Ward) for Garner Ward dementia patients; this will mitigate some out of county placements,

which can be distressing for patients and their families. CPFT has extra funding for this ward for six months, which will subsequently be reviewed. The number of referrals to the community teams has increased by 40% over the last two months. This is being addressed in part by teams working differently e.g. staff working longer hours and an increased use of digital working. The increase is what was expected as a result of the pandemic, nevertheless, it constitutes a large rise in demand for services.

Hospital bed availability

The number of beds available across the county remains at a reasonable level; usual services will be tentatively resumed shortly, however, sufficient bed capacity will be maintained wherever possible in anticipation of a second spike in cases. Although no Government directive has been issued to date, in order to meet the current 2m social distancing requirement, the CPFT would be required to lose 46 beds across its hospitals.

The integration of CPFT and RCHT:

Over the past months there has been a gradual move to the integration of the two trusts, currently they share the same Financial Director and several other key positions as well as some service systems are being shared, this is leading to the eventual joining of the trusts into one entity which will benefit the whole community.

Additional report on CPFT

Some good news regarding the work of the CATU (Clinical Assessment and Treatment Units) The units are open from 08:00 to 20:00 daily, West Cornwall runs a 24 hour service, they are there for patients that have a frailty score of 5+, they are assessed and treated within 72 hours, each patient has a digital referral form that is visible to all concerned clinicians – GP's, primary care and care home, and relevant council officials, since opening they have seen 7,500 patients, 5,000 are back at home, 524 had a temporary bed stay in hospital and 160 are in a Care Home now, this total is 50% of what it was before the CATUs began their work. This means that before those 7,500 patients would have gone to the ED at the acute hospitals, and that is no longer necessary.

This is all very positive news and these centres CATU, Community Co-ordination Centres and the Bed Bureau are going to be staying with us after the COVID-19 epidemic has passed.

Question from Gill:

Paul, in your report you mention concerns about actions that could spark a rise in infections. Do we know how many schools reopened and the return rate?

I am afraid I do not know the answer to the question on schools re-opening, the Cornwall Council website may be of help.

Questions from Maureen:

Thank you for a cogent and concise report.

Integration of CPFT and RCHT: are substantial savings to be realised?

The integration of CPFT & RCHT will inevitably lead to cost savings but will also provide a better service for patients.

CATU: Where are these situated? Also, is there a possibility that an EAST Cornwall unit will be established for a 24-hour service?

Community Assessment and Treatment Units (CATUs) that have opened at Camborne/Redruth Hospital, Bodmin Hospital, St Austell Hospital and West Cornwall Hospital, this process allows patients to be admitted to the community hospitals rather than the acute hospital via the emergency department. The system has been working well e.g. West Cornwall Hospital has been receiving 400 referrals per week.

Patient assessment and treatment has a turnaround time of 72 hours and treatment is based upon patient frailty and National Early Warning Score (NEWS) scores. Patients are referred via a single electronic referral form which signposts the direction of care, either inpatient or support at home; the Primary Care Networks co-ordinate all home based care. This new system is patient focussed, involves joint decision making across services and is, therefore, carried out quickly and efficiently. 7,500 referrals have been made via the single electronic referral form, of which 5,800 people are now back at home, and 524 have accessed a temporary bed.

I understand there are no plans for a 24 hour CATU serving North/East Cornwall currently the only 24 hour service is at the West Cornwall Hospital all the others offer a 12 hour service from 08:00 – 20:00, the closet for us would be Bodmin.

6. Treasurer's Report

Treasurer's Report June 2020

Income

Since my last report we have received generous donations from South Petherwin Parish Council and South Petherwin Community Fund both donations are "ring-fenced" for the purchase of PPE. We have agreed that any unspent funds are due to be returned to them. We have received a generous donation of £100 from Mike Noakes.

Expenditure

We have had a request from LMC for £465.00 to purchase 500 masks for use by patients. After discussion we were delighted to agree to fund the purchase from our PPE funds, payment has been issued.

Our PPE fund now stands at £1809: (income £2815 – expenditure £1005.60)

As ever, I am very happy to answer questions, explain layout or calculations. My role is to administer the funds as you require. I provide reports so you can see what's happening and make sure I'm on track and everything is properly accounted for. So please never hesitate to ask questions or for clarification.

Gill Brown, Treasurer
07813019025
gillbrown55@gmail.com

7. Any other business

From Patty Taylor:

I would like to pass on my thanks and congratulations to the staff at the medical centre for running such a smooth and professional operation during this pandemic. I have had occasion to use: the dispensary, LIVI, telephone conversation with a doctor and a face-to-face meeting with a doctor. Everything was remarkably simple; everyone was helpful and the signage and arrangements at the centre were excellent. Everything felt safe and well-managed.

From Paul Ford:

3: PPG Chair's Report

I would just like to thank Joan for the fantastic job she is doing for us as Chair, it is not an

easy job at times, but she has the patience and fortitude to keep us all working towards our goals.

The only comment I have is, Joan please keep doing what you are doing!

4: Vice-chair's report:

A big thank you to Les, for his work with the hospital car transport, not an easy task at the best of times made all the more difficult during this epidemic and now Derriford have put in more conditions for patients.

I am pleased to hear you are still chasing the LTC for information and I know you will be keeping us all informed of progress.

Finally, a huge pat on the back for you: excellent interview with Donna on BBC Radio Cornwall, you really got the message over to the public, and it leaves no doubts as to where the funding comes from and what will be happening with it. We look forward to meeting Donna in person at the opening! Well done Les.

6: Treasurer's Report

Thank you to Gill, we all thought at the beginning of 2020 that the Treasurer's job would be quite a simple task with not many funds coming in and out of our account, but the job has actually changed out of all proportion with the amount of funds being donated has meant a lot more work for you, so thank you.

7.AOB

I just wanted to say thank you to Patty for organising this meeting, in some ways it's much more complicated than our usual meetings and you were hoping to step down as well, so thank you.

From Liz l'Estrange-West:

May I just add my personal thanks to everyone mentioned in this email. Your dedication and time given is very much appreciated.

From Helen Price:

Thank You to Joan, Patty, Gill, Les and Paul for all their hard work they are doing and continue to do on behalf of the PPG.

I would also like to say Thank You to the staff at the Medical Centre for their unfailing support to the community during the crisis and their continued commitment at this unprecedented times.

From Les Whaley:

I would like to thank all of the PPG members for supporting Our Medical Centre in these very difficult times.

My Special thanks goes to Joan for steering the PPG committee and keeping in contact with committee members and Andy. My thanks also goes to dear Patty for all her work and with her detailed reports.

We are very lucky to have Gill as our Treasure who makes the financial reports so easy to read and understand.

Thanks Paul for your detailed report and your nice words about my Radio Cornwall Interview. I am delighted to be part of the Team in supporting Andy and all at the centre and look forward to the day we can all meet and have a coffee together. I will bring the cakes.

From Maureen Amy:

Thank you Gill for a superior accounting report.

