

Launceston Medical Centre Patient Participation Group (PPG)

Minutes of the email meeting held over 22-24 April, 2020

1. Confidentiality reminder regarding agenda items.

2. Practice Manager's report:

Building Update

Work is continuing as it is considered essential work, though working 6-8 weeks behind still. Our meetings are now via Microsoft teams and we are having very useful building meetings. Main areas to update you on are:

1. The roof is on and we can start to see some of the rooms taking shape now.
2. They are looking to bring some of the work forward that was due to start in phase 2 (currently we are still in phase 1)
 - a) Demolition of the side of the building
 - b) Joining of the building, which means Nurse room E will be out of action as this is where the corridor will be
 - c) Some foundation work at the new entrance

We are happy to support these changes but need to maintain business continuity and temporary consulting rooms will need to be supplied. Will keep you updated.

PPE/COVID-19

I would like to thank all of you for your support in terms of fundraising and just being there ready to help. I can't put into words what this support means both practically but also for morale. A lot of our team are dealing with their own issues outside of work and the knowledge we have the support from the Launceston community really does keep us going. Thank you!

Most of the PPE we have as come by way of generous donations or has been sourced directly by the Practice. As I'm sure you are aware PPE has been a hot topic of conversation and let's just say we have struggled with obtaining supplies from the usual channels! I would be grateful if you could hold any donations for PPE on behalf of the Practice.

We are able to test clinical staff and families if we wish and have tested a number of staff using the Antigen test, which tells us if an individual currently has the virus.

I heard Les on the radio Cornwall this am talking about the various donations we have received. I thought he sounded fantastic, definite potential career there I thought!

Questions:

Paul asked: Andy can you please tell us what are the current sickness levels of staff at the practice? And what are the levels of LIVI consultations and registered users at the practice?

Response

1. Currently we have one GP in isolation. We have had a few off but our size makes us resilient in terms of dealing with COVID related sickness.
2. We had 6 appointments last week via LIVI, to put this in perspective across the locality the best performing Practice had 20 appointments, next 9 appointments and then us with 6. The rest only had 1 or 2 appointments.
3. We did 47 e-consults last week also, which is the link on our home page.

Comments:

Members said it was good news that the building work was progressing and congratulated all concerned.

3. PPG Chairman's Report

Due to the Covid-19 Pandemic, Launceston Medical Centre has not yet been able to hold its 2020

AGM. We shall hold the AGM at a later date but, in the meantime, we are holding this 'e-meeting' to keep our members informed of events happening rapidly at this time at Launceston Medical Centre.

The PPG has been actively supporting Launceston Medical Centre throughout the present Covid-19 Pandemic.

The PPG produced a list of organisations to contact for information while patients were isolating at home. This was posted on the Medical Centre Website and various Launceston public notice boards.

Appeals for emergency medical premises and PPE (personal protection equipment) resulted in an avalanche of offers of help from organisations, businesses and individuals throughout the CNA (Community Network Area). A detailed list has been compiled to acknowledge the donors. (See below)

The Medical Centre has been overwhelmed by the strength of support and concern for the staff who work selflessly to care for the community.

We are still in the midst of the Covid-19 Pandemic and the PPG is committed to supporting the Medical Centre throughout. We are extremely grateful to our health workers for putting their lives at risk to save ours.

There were no questions for Joan.

Comments:

Les thanked Joan for all her hard work in collating donations and PPE; a sentiment echoed by many other members, as were thanks expressed by Maureen for Joan's efforts to keep us all updated on matters related to Covid 19.

4. Vice-chair's report

During the lock down I have kept in contact with Joan and Andy at the medical centre to offer assistance where and when needed.

I have been in contact with Alan & Sandra Maizels, of Launceston Rotary, and have been able to obtain a grant of £500 for the PPG to support our medical centre with PPE and it was agreed between the treasurer and myself that part of the money can be used for cleaning and the purchase of headsets, I had a request from Andy for headsets as the doctors are using these a lot more making phone calls to patients in place of seeing them at the medical centre; to keep everyone safe.

Though the Hospital Transport Volunteer Service which has been stood down until lock down has been lifted, I have been keeping in touch with our regular patients to see if they need any help at this time and have been able to put them in touch with food suppliers, a prescription service, etc. at the same time giving my mobile number should they need transport in May after the lock down is lifted because our office is closed.

As chairman of Launceston Railway Circle, I have spoken with our committee and have agreed to make a donation of £100. Having spoken to some of the PPG committee and Andy at the centre, we would like to support the doctors and staff – as a reward for all their hard work and dedication – with our donation from the LRC with a purchase of a Pod-type Coffee Machine from Woolacotts. They are going to email me with details of two models so I can speak to Andy again.

I was asked by Donna Birrell of Radio Cornwall last Friday to speak about the work of the PPG in supporting our medical centre with grants and the donations from many business, committees and residents in around Launceston.

There were no questions for Les.

Comments:

Joan thanked Les for being a fantastic fundraiser, a sentiment echoed by many other members, and for his BBC Radio Cornwall broadcast promoting Launceston Medical Centre.

5. Treasurer's Report, April 2020

Accounts

Income	£ 6,676.00	Expenditure	£ 549.60
CF 2019	£ 676.00	03/03/2020 Headphone covers	£ 9.00 not paid
28/02/2020 Patient Access Grant	£ 5,000.00	20/04/2020 Headphones for consultations	£ 540.60 not paid
17/04/2020 Launceston Rotary Club - for PPE	£ 500.00		
19/04/2020 Friday night Bingo Club - for PPE	£ 500.00		
		Cash at bank 21/04/20	£ 6,676.00
		Less not paid	£ 549.60
Balance	£ 6,126.40		£ 6,126.40

PPE APPEAL			
Income	£ 1,300.00	PPE expenditure	£ 540.60
Received	£ 1,000.00	Headphones for patient consult	£ 540.60
Not yet received			
St Stephens by Launceston RPC	£ 200.00		
Mr Thomas Wilson - Lawhitton	£ 100.00		

Reserved use	
East Cornwall PPG enabling grant	£ 250.00
Patient Access grant	£ 5,000.00

1. I have changed the format of the financial report as there has been a considerable increase in activity. If anyone would like clarification on any issues contained therein please feel free to ring me on 01566 779612 Or 07813019025 to discuss.
2. The headphones we agreed to buy from Purple Angels were supplied free. We only needed to purchase the hygiene covers. However as they are charitable I would like to propose **we make a donation of £50 from our Patient Access Grant to cover Purple Angels costs.**

There were no questions for Gill.

Comments:

Nobody opposed the proposal that a £50 donation be made to Purple Angels and four members, Les, Joan, Maureen, and Helen agreed with the proposal.

Maureen thanked Gill for her clear and concise account of the funds; comments echoed by other members.

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

Excerpt from the weekly Governors briefing from CPFT held on April 15.

1: The number of cases of COVID-19 across the South West including Cornwall appears to be levelling off. There are a number of new cases, however, these are not growing exponentially. Unfortunately, there have been a number of deaths in the region. There are a significant number of empty beds within Derriford Hospital, RCHT and the community hospitals. The Trust is expecting the peak of the virus to manifest during the first two weeks in May; current planning levels are being maintained.

2: Care Homes have placed a large order for PPE of which about 60% have been received. The standing instructions are not to hold more than 3 days worth of stock, but the problem is there is a problem with procurement across the country.

3: There is no shortage of oxygen supplies in Cornwall.

4: As of Tuesday April 14th the number of COVID-19 patients in hospital was as follows:

	RCHT	CPFT
Patients in ICU (on ventilator)	5	
Patients requiring oxygen	12	9
Patients awaiting results	22	
Discharged patients	54	11

It's reported that CPFT has had 6 patient deaths as a result of COVID-19, compared to 39 at RCHT (Royal Cornwall Hospital Trust - Treliske) (It was noted that 19 of the deaths at RCHT were not Cornish residents).

Concerns have been noted in relation to the low numbers of people presenting at A&E with heart attack and stroke symptoms; It is stressed that people must be encouraged to take the usual steps for treatment, wherever needed.

5: The food supply for staff at the CPFT community hospitals and sites is now working well and they are receiving adequate supplies.

6: Community Collaborative Hubs - The three multi-disciplinary hubs in the county, based in the West (Dolcoath in Camborne/Redruth), the Centre (Sedgemoor in St Austell) and the East (Chy Trevail in Bodmin). The hubs are working well as a point of referral and triage for patients. The Chief Executive is keen for the hubs to continue when the crisis has concluded.

Note: if any members of the PPG have a question that is COVID-19 related that they would like me to ask the Board then please pass them to Joan by close of play on Tuesday, it should be noted that we cannot comment on a specific individual or case as this would be in breach of Data Protection and Patient Privacy legislation.

Questions

From Maureen: Collaborative hubs; are these hubs just while this pandemic is at its peak, or are these hubs to continue their excellent work in the future?

Paul replied: The Collaborative hubs are working very well and I believe it is the intention to keep them going after the pandemic, they just need to find a "permanent" home.

From Helen: How long have the hubs been up and running.

What would be the benefit of the hubs continuing after the end of the pandemic.

Which Chief Executive is keen for the hubs to continue.

Who are the people involved within the hub.

From Pam: What are the hubs are and what do they do?

Paul replied: The hubs began work at the beginning of the pandemic in order to get patients out of the acute and community hospitals to home.

Their purpose would be to get all the agencies involved in providing care to work together.

Phil Confue, from CPFT, is keen for the hubs to continue

The people involved within the hub are, I understand, clinicians from RCHT & CPFT as well members of the Cornwall Council and other agencies that provide care.

7. Any other business

New Member

Paul asked that Janet Ford be accepted as a member of the PPG and Janet was welcomed by several members.

AGM

As Patty will be stepping down as secretary at the AGM, Paul nominated Janet for the secretary's post. This nomination was formally seconded by Joan.

Action: Patty to note for the AGM.

Maureen nominated Helen Price as secretary – if Helen is prepared to accept the nomination.

Action: Patty to follow up with Helen

Several members expressed thanks to Patty for her work as secretary over the years.

Maureen said that after about eight years with the PPG, she is resigning from the PPG

committee.

Action: Patty to note for AGM

Pam also said she will be resigning from the committee at the AGM.

Action: Patty to note for AGM

Memory Café

Cym reported that all the staff would be 'getting a little something' as she had been able to get a grant from Neighbourly, the food share people that they deal with.

Email meeting agenda

Pam, who is not on the internet, asked whether all members of the PPG had received the agenda and papers for the e-meeting. Patty assured her that all members had been sent a copy, whether email or hard copy.

Coffee machine

Les, who is chair of Launceston Railway Circle, reported that he gave a coffee machine to the Medical centre on Friday morning from Launceston Railway Circle to support the Doctors and staff as a thank you and a morale boost.

Heart-warming stories

From Joan:

A gentleman phoned Andy with an offer of a donation for PPE. Andy contacted me and I phoned the gentleman. He sounded elderly. He told me that he hadn't been out of his bungalow for a month and so he hadn't spent his pension. He wanted 'those girls' down at the Medical Centre to get PPE to protect them. He said they were marvellous and they were risking their lives to save ours.

'How can I help them?' he said.

I explained that the PPG was holding the funds for PPE in their account for Andy to use as and when he needed to make a purchase.

'I want it to help get the right protection for them', he said and I assured him that all his donation would go to Andy for PPE.

I arranged to drop by his bungalow on my next shopping trip with ID and we arranged a time.

I saw that the gentleman was sitting by his window waiting for me and I stepped back from his door as he opened it. Social distancing.

A long litter picker emerged from the door with a cheque at the end. Then a lovely smiling face peered around at me.

'Look after those girls', he insisted and I smiled back and said I would. Then he waved me off, smiling and raising his litter picker.

Amidst the gloom and doom of hourly news bulletins, this chance encounter lifted my spirits for the day.

A personal thank you to a very kind gentleman who helped the Medical Centre to get PPE for 'his girls' and who made my world a much nicer place.

From Andy:

What a lovely story. On Wednesday Dominos delivered us 20 large pizzas to thank us for the work we were doing. It was amazing. We have been eating cold pizza ever since!