

Launceston Medical Centre

Patient Participation Group (PPG)

**Minutes from the Meeting held at Launceston Medical Centre on
21 June 2023 at 6pm**

Present: Paul Ford (Chair), Joan Heaton (Vice Chair), Andrew Yardley (Practice Manager), Steve Dymond, Janet Ford, Pam Griffiths, Mary Groves, Cate Harvey, Dawn Rogers, Bonnie Soanes

Apologies: Helen Bailey, Cym Downing, Derek Heelas, Liz L'Estrange West, Arthur Nice

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

Chair's report: attached

Practice Manager's report:

- Dr Doidge, prospective full-session female GP, took an appointment in another place for family convenience
- Dr Jones has left for another practice closer to home – he will be sorely missed as a very popular doctor at Launceston Medical Centre
- Gareth Roberts, Paramedic, joins the practice in July – he will be the fifth paramedic to join the practice
- Lisa Marsh, Mental Health Practitioner, is joining the practice through the AARS (Additional Roles Reimbursement Scheme)
- recruitment continues for an HR Manager to fill the vacancy
- Callum Foy is returning to the dispensary
- there is a vacancy for a medical dispenser
- 3 patient advisers have left – it is proving difficult to retain staff
- Klinik, the system to replace eConsult, will go live in 2 weeks - <https://klinikhealthcaresolutions.com/>
- the practice is networking on a regular basis with local pharmacies and utilising pharmacy skills to assist patients
- the new website is on track for the end of July/mid-August 2023 – the practice is focussing on accessibility, zoom functions, 'easy read' and translation services (specifically Polish, Russian and Ukrainian)

- the new phone system is due to commence 12 July 2023 – this will have a call-back function, call position notification and the potential to add other functions as needed, such as a separate option to cancel appointments more efficiently
- the Health Hub is imminent – the lease is being signed by Volunteer Cornwall and there is a 6-month window to enable fitting out appropriately

Questions from PPG members:

Q. Is there a specific date for the start of the updated GP contract?

A. No specific date yet but expected in next 12 months

<https://www.nhsconfed.org/publications/gp-contract-changes-202324-what-you-need-know#:~:text=On%206%20March%202023%2C%20NHS%20England%20publish%20an,access%20performance-based%20funding%20%28IIF%20and%20QOF%29%20workforce%20flexibilities>

Q. Can I book an appointment in advance?

A. In principle, yes, but dependant on capacity on the day. Routine bloods and diabetes reviews can be booked online

Q. I was advised by the GP to make an appointment with LIVI – appointments were made with LIVI by the surgery and by the patient online, but neither were honoured and no explanation was forthcoming.

A. Practice Manager to investigate as the practice purchases LIVI's time and expertise for patient's benefit

Q. Prescriptions are often not complete/medicines out-of-date/unobtainable – why is this?

A. There are national issues with availability of medicines with some essential medicines not being available – this is being investigated with some urgency

Q. Is the dispensary at Launceston Medical Centre part of the practice?

A. Yes, the dispensary is part of Launceston Medical Centre – it serves approximately 6000 rural patients who do not have a local pharmacy service

Q. Patients are still asking for information about the Spring Covid Booster programme and eligibility – where can they get information?

A. Launceston Medical Centre committed to vaccinating all over 75s and patients in nursing homes and the housebound. Other patients requiring the vaccination were signposted to the NHS App and freephone 119 where they could request vaccination through the NHS Mass Vaccination Centres. The NHS has been promoting the latter through various media channels

Q. How is the practice progressing with the Electronic Prescribing System (EPS)?

A. The practice has looked at demos of other systems but they have not proved too successful. They have two more products to investigate and they are communicating with pharmacies for best products

Q. A 24 hour medicine dispenser was mooted at the last meeting – are there any more details?

A. The approximate cost of such a machine is £50,000 – the Launceston Hospital League of Friends has offered some funding and the PPG could offer some funding, dependent on member's approval, and there might be other sources of funding available

NB. A number of questions were referred to the Practice Manager for his advice directly to patients in confidence, as required by GDPR, or carried forward to the next meeting

PPG Action Plan: attached

- Request for action to recruit more PPG members from the wider community
- The PPG has purchased a stand at the Launceston Hospital League of Friend's Fete on 8 July 2023 from 2pm to 4pm and members have volunteered for duty – small free gifts for distribution are being ordered from PPG funds. Feedback will be politely gathered from visitors and trends collated for practice information

Evaluation of meeting: well-paced and timed/members engaged well and questions were addressed sensitively and precisely

To note:

- Saturday 24 June 2023 – Launceston Victorian Market in the Square
- Saturday 24 June 2023 – Launceston Armed Forces Day with the raising of the flag on Launceston Castle at 9.15am

- Wednesday 5 July 2023 – NHS 75th Birthday (Chair Paul Ford to attend the service in Westminster Abbey)
- Wednesday 5 July 2023 – Kernow Blue Light Day at the Royal Cornwall Showground at Wadebridge
- Saturday 15 July 2023 – Cornwall Air Ambulance Helifest at Padstow

Meeting closed at: 7.10pm

Date of next meeting: Tuesday 8 August 2023 at 6pm at Launceston Medical Centre

Attached:

Chair's Report June 2023

Action Plan for 2023

Dementia Conference Cornwall 19 May 2023

ICB Report 8 June 2023

LMC - PPG: Action Plan for 2023

Task No.	Start Date	Updated	Task	Nominated Owner of Task	Progress Monitor	Progress Status	Completed
1	22/11/2022	17/04/2023	To aim to increase the PPG membership by age & diversity	Chair	Suggest a sub-group be set up to discuss communications and membership.	On-going	
2	22/11/2022	17/04/2023	To promote and support communications channels with the patients and the Medical Centre.	Chair	Suggest a sub-group be set up to discuss communications and membership.	On-going	
3	17/04/2023		PPG Table at L of F Launceston Hospital Fete - July 8th 2023	Chair	Request for volunteers to assist, prepare literature and aims of engagement.	On-going	
4	22/11/2022	17/04/2023	To press for more dementia support for the Launceston area.	Chair & Vice Chair	CFT informed us that adverts have gone out and are waiting to fill the position, currently being covered by the Camelford Team. JH reporting to the ICB/A.	Awaiting decision	
5	23/01/2023		To press for a Renal Dialysis	Vice Chair	JH to monitor progress through the ICB/A	On-going	
6	24/02/2023	17/04/2023	Progress on LMC Health Hub	Chair	The Health Hub is on plan and funding is safe – the business plan has been amended slightly which has delayed process	On-going	
7	24/02/2023	17/04/2023	How PPG Funds are to be used	Chair	Deferred to next PPG meeting	On-going	
8	17/04/2023		Introduction of the Klinik System	Chair	Currently being investigated by LMC Staff	On-going	
9	17/04/2023		Introduction of the new LMC Website	Chair	The Partners are meeting to discuss the design of the "front" page for website.	On-going	
10	17/04/2023		Introduction of EPS	Chair	The practice is currently researching systems that are available.	On-going	
11	17/04/2023		24 hour Prescription Dispenser	Chair	The practice are visiting another practice to view a demo of the system.	On-going	
12	17/04/2023		Pharmacy queues	Chair	Currently they seem to be better, but still queues at peak times.	On-going	

Chair's Report – LMC PPG – June 2023

The next meeting will be held at the Medical Centre in our new spot in the reception area.

As far as I know, it seems business as usual at the Medical Centre, and it appears, according to social media, that the Medical Centre are getting some positive responses now.

I have been on holiday for a couple of weeks and I am just easing back into life again.

Many congratulations to Helen Bailey, on her “enthronement” as Mayor, I do hope we can count on her continued support at the PPG.

Joan and I recently attended the inaugural meeting of the Tamar to Moor Community Area Partnership, this group replaces the Launceston Community Network Panel (CNP) . Basically, Cornwall Council have decided to reduce the number CNP's and create Community Network Panels (CAP's – something Joan is not happy with the name as it has the same initials at the Citizens Advisory Panel!) This means that the Launceston area has now joined with the Callington area.

As this was the first meeting, we elected a new Chair - Carl Hearn from Linkinhorne Parish Council with John Conway Launceston County Councillor acting as Vice Chair, Chris Sims is still our Community Link Officer.

At the start of the meeting, we split into five working groups where introductions were made, and lively discussions ensued. We were then asked to come up with a list of three main topics that we would like to concentrate on for the next 3 years, they turned out to be the same from all the issues from the 5 groups:

Highways – to include speeding, traffic calming, parking, Public Transport, and regular Police attendance at the meetings.

Health – requesting stake holders from the NHS, the Integrated Care Board, Primary Care Network, and the Patient Participation Groups to attend the meetings. On the agenda would be Dementia Care, Mental Health, and the access to medical centres and hospitals.

The Environment - Social/Affordable and Key Worker Housing. Including the inclusion of more environmentally friendly heating, solar panels, and insulation. Also raising awareness of the environmental issues facing us all.

CAP will also have an important part to play in vetting the applications for grants for the Community Levelling Up Programme and the Community Capacity Fund.

This gives you an idea of what the CAP is aiming to do, some pretty important issues and challenges I know, but I will keep you posted. If you want to learn more about the CAP, go to the Cornwall Council Website.

Both Joan and I are really pleased that Health and Social Care are being highlighted within this group, it gave us the impression that this group will listen to the “local” communities needs and hopefully act upon it, but of course only time will tell.

Dementia Conference Cornwall

19 May 2023

This took place at the Atlantic Hotel in Newquay and was livestreamed. The focus was mainly on non-medical approaches to dementia.

A key speaker was Dr Allison Hibbert, a Cornwall GP and System Clinical Lead for Dementia in Cornwall.

Dr Rosie Mead spoke about her work in embedding music into dementia care pathways. Music can be powerful and help reduce agitation and behavioural issues so common in dementia. It can also unlock memories and bring great joy to dementia sufferers.

Professor Sube Banerjee, Professor of Dementia and Executive Dean of the Faculty of Health, Plymouth University, led the development of the UK National Dementia Strategy. He spoke about research in Milwaukie with a group of nuns, chosen because they shared the same environment, had the same diet and lifestyle. Why did some of the nuns suffer with dementia and others did not? Research findings seemed to point to densely connected brains. High cognition scores helped prevent dementia. It was never too early or too late to try to prevent dementia. Early diagnosis was good.

There are 43 Memory Cafes in Cornwall and 650 people attend the cafes. Support groups visit the cafes and assist with sensory experiences, exercises, breathing/relaxation techniques, quizzes, singing, engaging with carers, and much more.

Work with dementia sufferers on the Garner Ward, Bodmin Hospital, has shown that music can level the mood and lessen the need for anti-psychotic drugs.

Joan Heaton

Cornwall & Isles of Scilly (CIOS) Integrated Care Board (ICB) Meeting 8 June 2023

111 Service – ongoing issues were raised about the efficacy of the out of hours service. It was noted that all calls received a call back. Of 3000 calls to 111 in May, 207 (7%) were referred to the emergency department. It took approximately 157 seconds to answer a call, with 57% of all calls receiving a response within 20 minutes. 11% of all calls were abandoned.

Health and Care vignettes were presented to the ICB as learning to follow the patient's journey through trauma and the results of multi-service provision.

Adult safeguarding was highlighted during Carer's Week – the need for support was an important issue as 10% of people in CIOS are currently caring for another person.

HOMESHARE was presented as a useful and viable provision in place-based support for those who wanted to remain independent at home but it needed stringent governance to ensure safeguarding.

Health and care services were confusing for patients and professionals – interface between services needed constant review and assessing current provision should be prioritised and utilised better. Listening and learning and identifying themes of need for families in aftercare was needed.

The Women and Children's Hospital at RCHT – work is to start imminently. The new Urgent and Emergency Care Unit at University Hospital Plymouth – construction is to start in 2023. The proposed Surgical Hub for St Austell is pending subject to the business case being approved.

The central Integrated Care Area (ICA) forum is promoting the 'Brazilian Model' of place-based care through advocacy for families. Local people act as advocates for families, being a single point of access for all health needs from prevention through to palliation. It is hoped that this model, trialled in Brazil, will become the 'Cornish Model' of support in coordinating and improving services as needed.

Cornwall Council and the NHS are focussing on SEND children and young people (children with special educational needs and disabilities). An education, health and care plan (EHC) for those who need extra support up to the age of 25 is available but waiting times for assessment are prohibitively long. There is a pilot in place at Bodmin Hospital to assess the needs of post-16 children. There is also constructive research ongoing on Early Years education and welfare. Cornwall Community Foundation has given £300,000 to the Voluntary Sector Forum to focus on the needs of young people and their mental health at place.

NHS England requires a Primary Care Recovery Access Plan by the end of June. Ease of access to GP surgeries and dental care are some of the main patient complaints to Healthwatch. A deep dive is scheduled for assessing primary care provision in July.

Intermediate Care – supporting people to remain in place and receiving care when needed through the Better Care Fund as an alternative to acute hospital admission. Simplifying the

system and monitoring carefully to identify gaps in service delivery is ongoing in collaboration with Cornwall Council.

Winter planning is in process to be ready for system pressures as colder weather approaches.

Joan Heaton