

Minutes of the meeting of the
Saltash Health Centre Patient Participation Group

Thursday 8th September 2022

Present: Sue MacKenzie (SM) (Chair), Peter Clements (PC), Sue Latham (SL),
Steph Carter (SC), Avril Tozer (AT), Rachel Bullock (RB), Sharon Lambert (SLa)

In Attendance: Fliss Hedge, Daniel Best, Robert Stone (Cornwall People First)

Councillor Rachel Bullock and Sharon Lambert were welcomed to their first meeting.

1. Apologies were received from George Muirhead.

2. Approval of minutes of the last meeting

Following the addition under Matters arising ii) of the words “On-line booking” appointment system the Minutes of the meeting held on 14th July were agreed

3. Matters arising

AT explained that the surgery were using the on-line appointments system on test patients but were experiencing technical difficulties. E-consult is currently still in use and AT would check that correct availability times were shown on the website.

Accurx will go live on 1st October 2022.

AT fed back from the practice meeting that it would not be appropriate for PPG members to attend due to financial and confidential patient/staff discussions.

PC reported there was no PPG article in this month’s Observer newspaper. The article was to be the role of the Patient Care Co-ordinator. Hopefully it will be in the next issue.

4. Practice update.

AT updated the group as follows:

- A new nurse had been appointed.
- Issues with the Dialysis Unit water pressure had now been resolved and the Unit was re-opened.
- PCN had appointed a new Social Prescriber, Amber Dougherty, who would be available from 26th September 2022.
- Lung health checks had begun
- Bookings for over 65s Covid and flu clinics at Isambard House were being made. Clinics would start on 14th October 2022. PCN were looking at transport options for patients from Saltash and St Germans to get to Isambard House.
- RB suggested use of local social media groups, Saltash Community Group, Saltash Community Club, Saltash Gossip Girls and Saltash Help and Support as good way to communicate this and other important news to patients. AT will arrange for Saltash Health Centre to become a member of these four groups.

5. Action Table update

See attached.

6. Feedback from Umbrella Group

SC had attended the meeting on 8th September and reported:

- The group is seeking to appoint a vice chair. (it's hoped this might be George Muirhead). Peter Thistlethwaite will continue as chair.
- They are seeking a meeting with Sheryll Murray which will concentrate on the effects of the rise in energy prices for health centres and also recruitment problems. GM will be asked to lead on this.
- Emily O'Reilly from Green Volunteer Cornwall attended. She noted the good work that was being done by Saltash Health Centre.

7. Any Other Business

Fliss Hedge explained her organisation, Cornwall People First, and the Practice Partners Project funded by the NHS to support adults with learning disabilities and autism to meaningfully participate in three patient participation groups across the county. One of their activities is to provide information in an Easy Read format and felt that Livi and Accurx would be ideal subjects for an easy read leaflet. SC pointed out that this type of information would be extremely useful for older patients too.

SL had spoken with a potential new PPG member who was keen to join and hopefully could attend the October meeting.

RB informed the group that Saltash Library was to be used as a "warm place" for people to go if they were unable to afford to heat their homes as a result of high energy prices.

8. Date of next meeting

Thursday 13th October at 6.00 p.m., Saltash Health Centre.