

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

Thursday 13th October 2022

Present: George Muirhead, Chair (GM), Peter Clements (PC), Sue Latham (SL), Avril Tozer (AT), Sharon Lambert (SLa), Judith Tapp(JT)

In Attendance: Steph Isaacs, Daniel Best (DB), Robert Stone (RS) (Cornwall People First), Emily O'Reilly (EO)

Judith Tapp was welcomed to the group. Members introduced themselves and GM explained the role of the PPG which is to be the patient voice, to support and challenge the health centre and to be part of the solution not the problem.

1. **Apologies** were received from Rachel Bullock, Sue MacKenzie, Steph Carter and Mandy Thompson

2. **Approval of minutes of the last meeting**

Following an amendment to the date of the previous meeting, the minutes of the meeting held on 8th September were agreed as an accurate record.

3. **Matters arising**

No matters arising.

4. **Action Plan update**

The Action Plan has been amended (see attached) to include the following updates:

Going Green: See item 7.

Complaints: AT said the number of complaints had reduced recently. Use of the new Patient Triage system would begin next week. This was easier to use than E-Consult and should improve the situation for patients.

Communication: Use of Livi was discussed. AT explained that the rolling screen in the waiting area had been out of action. It was now back in use and she would advertise Livi on the screen and also through local social media groups. GM reminded everyone that getting to see a doctor is still the biggest issue.

Extended working hours: AT said this was starting on 24th October with pneumococcal vaccines. A range of additional clinics would be introduced once Covid vaccinations, beginning on 15th October, were completed.

Joint working: The two PPGs had been working together for some time and continue their efforts to improve overall access by citizens to healthcare locally. GM, PC and SL represent Saltash Health Centre on the group.

GM had made contact with AT and the Port View Surgery Practice Manager with a view to a joint meeting. Since PPGs in Saltash are already co-operating, this meeting would be to explore how both Practices, represented by the two Managers and one GP from each, may work together with the PPGs.

The proposed agenda was:

- Enhancing co-operation and co-ordination between the Practices with the aim of using available resources more efficiently and coherently for the benefit of patients

- Identifying strategic issues for Practices that would benefit from active engagement of patients
- Creating a shared vision for the future of St Barnabas
- Planning to avoid unmanageable pressures from the Treledan development

SLa felt this was a really good starting place covering the urgent topics.

Future planning: Treledan housing development - see above
PC said there was a health centre on the Treledan plan but no plans to staff it.

GM said a meeting had now been arranged with Sheryll Murray, MP to discuss this and other issues. See item 9. below.

Immigrants: GM had drafted a policy for the surgery. AT had also received information and links from SM. AT agreed to send proposed amendments to GM to incorporate into a final draft

GM asked new members if there was anything we should add to the action plan. DB and RS would discuss at their regular meetings with colleagues and ask for any suggestions.

5. Practice update.

AT updated the group as follows:

- A new nurse had been appointed.
- Out to advert for GP 4-8 sessions
- Trialling a 'remote' locum GP
- Patient Triage goes live from Monday. Link on website and social media
- Targeted lung health checks designed to identify lung cancers at an early stage and increase chance of positive outcomes would be completed by mid-November.
- Meeting room has been revamped. Equipment has been ordered to allow remote meetings using 'Teams'
- Fund raising last month raised £80 for MacMillan cancer research.

PC asked about F2 doctors. AT confirmed that they are still used but are part time, two days a week.

6. Strategic joint working of Port View and Saltash Health Centre

See Action Plan, item 4. above.

7. Going Green

Emily O'Reilly, Climate Resilience Project Officer for North & East Cornwall Integrated Care Area, attended to update the group on the project and progress made by the surgery.

The aim was to become carbon neutral. Emily was supporting the Practice to become as green as possible. SHC was a Pioneer Practice working towards decarbonisation.

GM asked what action would have green outcomes and EO suggested
Decarbonise the surgery
Greener inhalers
Return used medication
Social prescribing (need less prescriptions)
Patients walk or cycle to the surgery
Avoid single use plastic.

EO said that communication tools were available and she would provide posters and Newsletter for the surgery, social media etc.

DB and RS would discuss this topic with their colleagues and feedback any suggestions to AT.

The group agreed that green change is very important. Although it is mostly clinical the PPG should help to inform patients of the green agenda and include an item on the Action Plan. To be discussed with Sue Mackenzie who leads for the PPG on this item.

8. Feedback from the Joint PPG

See comments in Action Table item 4. above.

9. Feedback from Umbrella Group

The Umbrella Group includes PPG representatives from all SE Cornwall GP Surgeries who meet once a month to look at issues of joint concern. GM reported back from the meeting earlier today.

Peter Thistlethwaite had been appointed as Chair and Penny Prisk from Liskeard PPG was Vice Chair. GM will deputise for both.

A meeting had been arranged with Sheryll Murray MP on Friday 21st October in Liskeard. Areas for discussion, seeking outcomes not aspirations, were:

- Impact of the housing at Treledan
- Lack of low cost housing, particularly the impact for recruiting health professionals
- Issues relating to dentistry
- Ability to get to hospital appointments and transport arrangements
- St Barnabas. A huge community resource currently under and inappropriately used.

The problem of queuing at pharmacies was raised. This was not a problem in Saltash but there were complaints about communication between the surgery and pharmacy, compounded by drug shortages and a lack of pharmacists. JT said she had a relative working at Tamar Valley who could check their experience.

Liskeard PPGs were working jointly now.

Some surgeries have a Patient Experience Lead. AT will ask her network colleagues if they are aware of this role and what it entails.

There was an appeal from Launceston for patients to be involved in patient-led assessments of environments/departments. GM had details if anyone was interested.

10. Any Other Business

PC asked what was done regarding recycling of crisp packets and blister packs. AT said at the moment crisp packets were collected by staff and taken to the Deli Bazar for recycling. She had made a bid for funding to deal with blister packs but this had been unsuccessful.

GM suggested a change in meeting schedules, with six-weekly meetings and different day and time. The group agreed.

11. Date of next meeting

Wednesday 23rd November 2022 at 4.00 p.m., Saltash Health Centre.