

recordings of consultations not accurate (1), requests to change registered GP (3), DWP form not completed properly (1), medication shortages or prescription issues (3), blister packs (1), wait for appointments (2), results line not answered (1), not being able to drop in urine sample at desk (1), being directed to ED inappropriately (1), treatment during consultation (1)

General Practice Improvement Programme

- Reviewed data of frequent attenders/contacts identified top 10 to review to see if can be managed in a different way
- Also looked at zero attenders aged over 85 and under 5s and are investigating further.

Merger/Practice Development

- SHC moving forward with discussions with developer for building - building valuation and offer, developer legal teams drawing up paperwork for SHC legal team to review. Discussions taking place with Port View re. the developer purchasing their site and possible consolidation on one site.

District Nurse Huddles

- From 17/7/23 trialled daily on-line teams huddle with DNs to co-ordinate visits and care of patients with complex discharge requirements. This has continued following end of trial period

Elephant Kiosk

- Installed a touchscreen portal in reception which collects patient information e.g. height, weight, BP, pulse oximeter readings & health questionnaire information and load it straight into our clinical system

Green Practice

- Submitted Green practice audit toolkit – silver level. To be audited before confirmed.

LIVI

- Livi stats for August 2023 – SHC highest using practice out of 7 practices in the PCN

6. Healthcare Action Group

A Progress Report from the Healthcare Action Group had been previously circulated. GM said progress was being made but queried any resulting impact on patient services. Decision makers regard Saltash as part of Plymouth as we are so close and are unaware of the difficulties of the Tamar Bridge etc. In addition, Dr Sant the current Chair of ICB who is very supportive of our aims, is potentially about to be replaced.

- HAG is concentrating on:
- Maximising the two surgeries working together
- Buildings - we need a proper building resource in Saltash
- Co-ordinating community teams/ huddles
- St Barnabas usage. There is a difference between number of clinics booked and actual patients attending.

The ultimate aim is for the surgeries to come together and create a bigger medical hub.

We appear to have lost Peninsula House as the Lease states it can only be used for administrative purposes. The building is being sold and we have been promised 50% of the sale price. There is also some section 106 money related to Treledan. RB will ask Martin Worth, Cornwall Councillor, if enough houses have been built to enable release of this funding.

RB

<p>DW asked about any feedback on the Progress Report. GM said the general feeling is Lots of talk and little action!</p> <p>The next HAG meeting is in early October.</p>	
<p>7. Feedback from the Umbrella Group GM reported from the meeting. Help@hand app. A digital resource for directing people to health resources. It also has the potential for self-referral. The GP surgery is responsible for maintaining up-to-date information. The cost is 10p per patient, plus a person to update the system. It was felt that this should be PCN funded. AT agreed to take this to the next PCN meeting.</p>	<p>AT</p>
<p>Uninterrupted power supply A couple of surgeries are looking into a battery-type alternative power supply should there be a power cut. GM asked what happens with fridges storing medication, vaccinations etc. AT said they could be holding £5-£10K worth of medicine and double that at vaccinations time. SHC is insured for such an eventuality but may consider this option which would mean their ability to support patients is not disrupted. AT to raise this issue at the practice meeting.</p>	<p>AT VT</p>
<p>8. Pro-active Healthcare VT is leading this initiative on behalf of the PPG. The plan is to get as many patients as possible becoming more active. The health centre is signed up to the Active Practices Charter whereby patients are encouraged to increase physical activity.</p> <p>VT explained that Steve Fenney at Saltash Leisure Centre is running the Cornwall Council's Healthwise Exercise Referral Scheme. Following a referral from a GP he can arrange a one-to-one consultation and devise a tailored physical activity and exercise programme.</p> <p>The initiative has been trialled. 100 patients were contacted and two complaints were received. A revised invitation has now been drafted taking a more general approach, talking about the active charter whereby all patients are being encouraged to be more active. Anyone interested is asked to contact Steve Fenney who will advise them if he thinks they will qualify for a GP referral.</p> <p>AT is supportive but concerned, should emails be sent from the surgery, about a potentially high volume of GP referral requests which would cause problems. She suggested using social media and the Saltash Observer newspaper to publicise the scheme.</p> <p>DW asked if a "no-reply" email could be sent. AT agreed to investigate this possibility. The maximum number of emails that can be sent at a time is 250.</p> <p>The group considered the possibility of Steve Fenney completing the majority of the referral form then passing to the GP to finalise and sign-off. The message would direct people to him rather than the health centre.</p> <p>GM was happy to brand this as a PPG initiative. He suggested we may nominate a PPG contact for people with concerns and issues.</p> <p>GM will speak to RB and Peter Thistlethwaite (Chair of Port View PPG) about the use of social media and AT said it could be posted on the health centre Facebook page.</p> <p>RS represents a group, Plymouth Argyll Counts, whose members may benefit from the scheme. PAC promotes healthy lifestyles and RS felt it would be beneficial, particularly for people with learning disabilities.</p>	<p>VT</p> <p>AT</p> <p>GM</p> <p>RS/VT AT</p>

RS will link with VT to promote the scheme.
AT will put the Healthwise poster on the health centre rolling screen.

JT

9. Action Plan update

The action plan was updated to reflect progress - see attached.
N.B. JT, representing PPG, and daughter, representing Tamar Pharmacy, to attend the next meeting on 19th October.

10. Any other Business

Peter Clements reported the health centre website 'veterans' link doesn't work. AT confirmed that the content had been removed until the doctor's training was completed. She would make sure the link was removed as well.

11. Date of next meeting

Wednesday 25th October 2023 at 4.00 p.m. Saltash Health Centre.

SL
25.09.2023