

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

Wednesday 25th October 2023

Present: George Muirhead, Chair (GM), Sue Latham (SL), Peter Clements (PC), Rachel Bullock (RB), Avril Tozer (AT), Denise Watkins (DW), Mandy Thompson (MT), Fliss Hedge (FH), Robert Stone (RS), Liz Preedy (LP), Jill Evans (JE)

<p>1. Apologies Sue Mackenzie, Judith Tapp, Valerie Taplin, Steph Carter, Daniel Best.</p> <p>2. Minutes The minutes of the meeting held on 21st September 2023 were agreed as an accurate record.</p> <p>3. Matters arising not on the agenda Younger members - RB had met with Livewire and the Core. They will attempt to get young people involved in joining the PPG or giving their opinion on health matters.</p> <p>Uninterrupted power supply - AT has discussed this with the doctors. Batteries cost £500 each and will run one fridge. As there has only been one occasion in the last 10 years of a fridge failure (not electrical) they will revisit if it becomes a problem in future.</p> <p>4. Report from Social Prescriber MT explained the variety of problems that people attend with. Although not always primarily about health, these can have an impact on their health. She relayed a case study of a young man who, following a number of domestic complications and losses, ended up homeless. Access to housing was found for him and contact with mental health services. Being able to link with local services meant a co-ordinated approach and he is now moving towards a more normal life.</p> <p>The 2 mental health link workers who are based in the Liskead Community Hub have been working in the practice and are now available for one to one mental health support.</p> <p>A Wellbeing group has started at the Community Kitchen with its first meeting tomorrow. This is by invitation only, rather than a drop-in service, based around positive thinking, motivating people to set goals, diet, exercise etc.</p> <p>A community group is being set up at Oaklands Green, a hall and large garden in Saltash.</p> <p>Also the Winter Wellbeing programme, a partnership of public, charitable and business organisations, has started including an action for happiness helpline offering tips for staying safe, warm and well this winter.</p> <p>Mandy confirmed that people with learning difficulties attended the community kitchen and she and FH agreed to share information.</p> <p>GM asked if there was a link between frequent attenders and the community kitchen. AT confirmed that the surgery do refer people with social needs.</p> <p>5. Healthcare Action Group</p>	
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GM said we have a plan that everyone has agreed to, although unfortunately no one from the medical side was present at the meeting. He is meeting with Peter Thistlethwaite, Chair of Port View PPG and Matt Griffiths, Saltash Town Councillor, to finalise the document. .

Still no information on the numbers of people using St Barnabas Hospital.

6. Practice Update

Staff news/vacancies

- Nurses vacancy still open (following a retirement in March and resignation in April). Recruited nurse 1 day per week with expectation that will increase to 2 days in future. Still recruiting for additional resource. GP nurse trainee also not staying after contract finishes end of December as relocating.
- Finance vacancy – replacement been off since 18/9/23 due to family crisis, has resigned with immediate effect, so re-advertised role
- Recruited Mental Health Practitioner to replace M Waddle who is leaving 30/11/23. H Jenkins due to start 20/11/23
- Patient Care Co-ordinator was recruited due to start 16/10/23, but emailed day before start date to say offered another job, so vacancy has been re-advertised

GM asked if outside agencies could be used to help out on short-term projects, particularly as AT is covering the finance role. The PPG agree that AT ensured she supported herself in terms of workload, spreading responsibilities to ensure support for her and professional development opportunities for colleagues. AT felt it would be financially difficult for the practice.

Social/Fundraising

- Dress down Friday end of October 'Wear it Pink'
- McMillan coffee morning and Dress Down Friday Sept raised £146
- Soup kitchen volunteering still continuing

Complaints/Compliments

- Complaints/Feedback October - examination carried out during consultation, query misdiagnosis, delay changing meds prescribed by hospital

General Practice Improvement Programme

- Frequent attenders – GP reviewing. Focussing on the top ten (100+ attendances in a year)
- Care navigation simulation

Merger/Practice development

- SHC moving forward with discussions with developer for building – building valuation and offer, developer legal teams forwarded paperwork for SHC legal team to review

Telephone upgrade

- To include call back facility

Going Green

- First medical packing recycling box filled and collected for recycling

Practice closure

- 29/11/23 pm – Quality improvement and team building

7. Pro-active Healthcare - Healthwise Exercise GP referral scheme

GM reported on behalf of VT who had sent apologies. RB had shared our PPG Exercise message on Voice of Saltash Patients, Saltash Group, Saltash Community Group and Saltash Gossip Girls (around 15,000 people).

This is not a free programme but people do get a reduced fee at the Leisure Centre. MT has some funding available for swimming in the next 3 months and AT is able to access funding.

Steve Fenney had received 2 enquiries so far. He asked if he could complete the non-medical sections of any referral forms. AT agreed and suggested he email the forms to the generic email address letters.saltashhc@nhs.net after completing as much as he can and they will pass it to the relevant person in the practice to sign off.

FH asked if the information was available as a poster. Although not at the moment we will wait to see how the project progresses. FH would be happy to design a poster to display in council offices, community shop, bookshelf, co-op etc.

GM

8. Feedback from the Umbrella Group

GM said the Umbrella Group had not met since our last PPG. At the next meeting he will raise the possibility of the PCN supporting patients by funding a digital resource such as the Help@hand app. This is a database which would direct people to organisations and information that could help them identify and address their problems. MT and AT reiterated the potential problems in keeping it updated with relevant information.

9. Pharmacy issues

GM was disappointed that the October meeting did not go ahead, despite those present at the original meeting agreeing that it would be beneficial to meet every six months to discuss pharmacy issues.

There was some difference of opinion on the usefulness of regular meetings and AT suggested ad hoc meetings, when there was a specific issue, as a possible alternative. GM felt strongly that this was a missed opportunity to support surgeries, pharmacies, doctors and patients. The item will be removed from our action plan.

10. Action Plan update

The action plan was discussed and updated - see attached.

11. Any other Business

AT said the website link for veterans is now working and content available.

LP asked has any work been done to identify the reasons why people are not attending (46 hours in September). AT said there are repeat offenders but it is difficult to do anything about them.

PC said the St Barnabas Hospital League of Friends Annual General Meeting is to be held on Monday 20th November at 2.30 p.m. if anyone is interested. DW will attend. GM said the Health Action Group is looking at how to support them.

FH said that Cornwall People First has funding until March 2025 allowing her to become involved with more surgeries. There is a new Project Worker who could deputise if FH is unable to attend all PPG meetings. She will be available for help with writing leaflets etc. in Plain English if required.

12. Date of next meeting

Thursday 7th December 2023 at 4.00 p.m. Saltash Health Centre. This will be our Annual General Meeting.