

Minutes of the meeting of the

Saltash Health Centre Patient Participation Group

Wednesday 13th March 2024

Present: George Muirhead, Chair (GM), Liz Preedy (LP), Sue Latham (SL), Avril Tozer (AT), Rachel Bullock (RB), Valerie Taplin (VT), Denise Watkins (DW), Sue Mackenzie (SM), Fliss Hedge (FH), Peter Clements (PC), Mandy Thompson, (MT), Daniel Best (DB), Suzanne Kingwell (SK)

In attendance: Lauren Merrin (LM) - for item 1.

	<u>Action</u>
<p>The Chairman welcomed Suzanne Kingwell, a new member, and Lauren Merrin from the National Institute for Health and Care Research.</p> <p>1. Introduction/Overview of Research in Primary Care Lauren presented an introduction to Primary Care Research and explained the role of Research Champions. A copy of her presentation is attached.</p> <p>The NIHR is working with communities and members of the public to spread the word about research and make it more inclusive. By reflecting individual needs, research will have a positive impact on health outcomes.</p> <p>Research Champions are patients, carers, and members of the public, who are passionate about developing better health care and treatment. They help spread the word about research. They also help health and care staff understand patients' experience of research.</p> <p>FH asked if the studies included people with learning disabilities and autism. LM explained that individual support is provided for those needing help e.g. reading documents and use of the website. VT said that Steve Fenney at the Leisure Centre is interested in research and projects looking at how exercise helps reduce symptoms e.g. diabetes. There may be scope to involve the organisations in Live Longer Better.</p> <p>AT confirmed that the practice is signed up for low level activities e.g. advertising. Following GP training (5/6 hours) they could take on low and higher level studies.</p> <p>GM proposed that Research be added to the PPG Action Plan. PC, VT, MT, FH and DB will link with Lauren who will arrange for the NIHR PPG lead to attend a group meeting.</p> <p>FH offered to produce some easy-read leaflets on the subject.</p> <p>Lauren left the meeting at this point.</p>	
<p>2. Apologies No apologies. GM noted that Steph Carter and Judith Tapp have left the PPG.</p>	
<p>3. Minutes The minutes of the meeting held on 24th January 2024 were agreed.</p>	
<p>4. Matters arising not on the agenda Item 7. Questionnaires. GM had been advised by the Chair of Port View that the questionnaire was discussed at their PPG and no objections were raised.</p>	
	<p>AT share email addresses</p> <p>FH</p>

The Family and Friends questionnaire was discussed. AT explained that it is a national requirement sent by text following a patient attendance. AT will look into the possibility of producing a paper copy with help from FH.

AT/FH

5. Health Action Group

GM reported from the last meeting:

Dr Andy Sant remains in post, a supportive doctor who wants the best for Saltash.

The vision statements were discussed although there was little progress to report. GM, whose area of responsibility is dentistry, had met with the Plymouth City Council lead and with the Peninsula Dental School. Plymouth's proposal for a dental van was withdrawn and the underspend in dentistry was used to backfill overspends e.g. doctors strikes.

Spa Dental is taking on under 18s as NHS patients.

Smile Together CIC has been commissioned by Cornwall Council to deliver activities in Saltash schools.

Open wide and Step inside is an oral health initiative aimed at children in year 2.

The Chief Executive of Cornwall Partnership Trust will attend the next HAG meeting.

6. Practice update

GP 24/25 contract

BMA committee has warned that patients will struggle even more than ever to get the care they need from their GP practice unless the Government decides to invest in general practice, at a rate greater than the current offer of less than 2%.

It was agreed that GM, on behalf of PPG, would write to Sheryll Murray MP expressing concern at the proposed offer.

Staff News/Vacancies

Paramedic – appointed Gemma Smith started beginning March

Mental Health vacancy - Advertising for replacement

PCC – interviewing W/C 11/3/24 for replacement

Staff immunisation

MMR status for all staff to be confirmed

Social/Fundraising

Dress down Friday end of February for Cornwall Air Ambulance

Soup kitchen volunteering Monday 11/3/24

Complaints/Compliments

- Complaints/Feedback February/March –
- Ultrasound scan findings not followed up
- Change of GP
- Comment made by member of staff to patient
- Misdiagnosis of symptoms
- Mental health appointment cancelled
- Continuity of care
- Triage & follow up from bone scan
- Payment for OTC medication instead of prescription
- ECG appointment cancelled/not able to see a GP

General Practice Improvement Programme

Applied for second phase – no update received

Merger/Practice development

GM

Negotiations on-going with developer and NHSPS to acquire GP surgery & former community clinic

Telephone upgrade

To include call back facility – awaiting sign off of DPIA from CITS. Further p/work sent to CITS w/c 4/3/24 awaiting response

Green

£1,200 funding awarded for garden improvements

Practice closure

15/5/24 pm – Telephone training & staff wellbeing

7. Umbrella Group

GM attended on 7th February. The group had discussed how to handle lasting power of attorney. AT confirmed there is a system at SHC.

The JOY app, which allows people to access services, is available but not accessible to patients. MT currently uses the case management function of the app. PCN is supporting this initiative.

LP will attend the next Umbrella Group on 10th April as GM is unavailable.

LP

8. Action Plan

The plan was discussed and updated - see attached.

Doctors have suggested the following areas for inclusion in the Action Plan:

- Publicity/Communication using Voice of Saltash Patients.
- Dying Matters initiative (FH, VT and LP expressed interest)
- Triage - compare pre-Covid with now. Publicise SHC's performance
- DNA, wasted appointments. Do we know why?
- Transport to the Practice
- Carers Support Group
- We are a training practice
- Advertise self-referrals

SL

GM proposed that the action plan be considered in detail at the next meeting.

9. Any other Business

RB - Beryl Bikes. There are 16 racks around Saltash and bikes are arriving at the end of March. For the first 3 months there is no unlocking fee (subsequently £1) and 10 minutes free cycling time.

VT - Test results can be viewed and prescriptions ordered using the NHS App.

MT - Tomorrow is National Prescribing Day. Events planned at Community Kitchen 12.30 - 4.00 p.m.

FH - Agenda item at next meeting - update on her project.

GM - Asked is there a veterans' breakfast club in Saltash. Yes, they meet at Ploughboy.

10. Date of next meeting

Wednesday 1st May at 4.00 p.m.