

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

Thursday 14<sup>th</sup> July 2022

**Present:** Sue MacKenzie (SMac) (Chair), Peter Clements (PC), Sue Latham (SL), Steph Carter (SC), Avril Tozer (AT), Mandy Thompson (MT)

**1. Apologies** were received from George Muirhead and Rachel Evans.

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

Minutes of the meeting held on 9<sup>th</sup> June 2022 were agreed as a correct record.

**3. Matters arising**

- i) MT had attended the PPG Umbrella Group to describe the work of the Social Prescriber and activities at the Saltash Hub. Jayne Roycroft from Volunteer Cornwall also attended to explain the set-up across wider Cornwall towns with hublets in smaller outlying areas. It was felt that a good network was being built up.
- ii) Appointment system for certain procedures e.g. blood tests was still under review and AT would follow this up.
- iii) May Fair Survey results. AT said that the results were currently under review.
- iv) SC expressed concern about the overview of a patient's care when this is provided by several different practitioners. AT confirmed that each patient had an assigned GP with ultimate responsibility for their care. It was felt important that this message is made clear to patients.
- v) How can the PPG help the practice to improve some of the negativity?  
It was agreed that the items raised by Dr Morris should be kept under regular review and a separate action table drawn up to record progress.
- vi) Saltash Family Hub. GM and SL had attended a meeting at the Saltash Hub with Mandy Coombe, Business Support Manager and Claire Southeran, Family Hub Co-ordinator. They were very positive about the PPG attending the groups who meet at the centre and agreed to contact the relevant group leaders about this.  
  
(Post-meeting Note: Confirmation now received that all groups are happy for us to attend their sessions to gain feedback from their attendees. Details of groups and meeting times were provided and SL will arrange visits).
- vii) PPG minutes were difficult to find on the Practice website as PPG information is in two different sections. AT will contact the web adviser to combine all reference to the Patient Participation Group in one place.
- viii) Hearing loop. PC had spoken with his contact at Wesley Chapel, but unfortunately he was unable to help. However, AT said that a member of staff who wears a hearing aid had used the hearing loop and confirmed that it works.
- ix) PPG attendance at a practice meeting. AT to follow up with Dr Morris.
- x) Saltash Town Councillors. There had been no reply from the general invitation and it was agreed that AT would write personally to the newly appointed Councillor Jon Foster and to Rachel Bullock inviting them to become members of the health centre PPG.

#### **4. Role of the Patient Care Co-ordinator**

Rachel had given her apologies for the meeting as she was double-booked. This item will be put on the next agenda.

#### **5. Going Green**

SMac had received the paperwork from the Cornwall Going Greener workshop held at the library. The initiative requires each organisation to sign up for the programme and commit to target one piece of plastic that they are going to recycle. AT said that Sarah Jones (SJ) from SHC had attended the library workshop. She had subsequently approached one of their suppliers to ask if they could reduce the plastic that they use to pack items. SHC had also signed up for the Greener Practice Toolkit. It was agreed that SMac and SJ would meet to investigate the toolkit and how it might be used within the Practice.

SMac had contacted the NHS Community and Clinical Waste Team for information on recycling and received its guidance on safe management of healthcare waste. SMac agreed to look at this very lengthy document, although some of the information contained seemed rather out of date.

AT had made contact with Emily O'Reilly from Green Volunteer Cornwall who will be visiting the practice. It was agreed that SMac and SJ would meet with her.

(Post-meeting note: The meeting has been set for 28<sup>th</sup> July 2022).

#### **6. Practice Update**

- E-consult is changing to ACCURX. This involves only 5 questions and should be an improvement.
- Adverts out for salaried GP, nurse, health care assistant and cleaner
- ST3 trainee is leaving after a year and will be replaced by two new part-time trainees in August.
- The Dialysis Unit is currently closed due to issues with water pressure. Work to address the problem is ongoing. Patients are travelling to Estover for treatment.
- One of the Social Prescribers is leaving and MT will take up his case load. The PCN are looking at ways of funding the service.
- Targeted lung health checks deferred until August because of IT issues.
- A Virtual Group Clinic for diabetes patients is being trialled. This has proved popular as people learn from each other. Virtual Clinics could possibly be introduced for other long-term conditions.
- Healthwatch Cornwall had visited the practice today (14.7.22) and will return in 2 months. Initial feedback was good - friendly staff, patients largely positive about HC with complaints about the wider NHS.
- An Atrial Fibrillation project is being run by PCN and the Practice is promoting patients and helping with queries. With a smart phone App patients use touch to take their heart rate for 7 days. Results are fed back to the company managing the project that review the results and refer patients on if necessary.
- Covid and flu clinics have not started yet but the venue has been moved to Isambard House. This is not ideal as it is at the bottom of a hill and there is no parking. MT and AT advised that there are negotiations in place to use shuttle buses from the town centre. Other suggestions for venues had been considered.

#### **7. Feedback from Joint PPG**

PC reported on the arrangement reached with the Saltash Observer to print a regular, monthly feature. Saltash Pharmacy is keen to support us financially. The group discussed additional ways to share information and felt that the articles should be brief with links to further information, You Tube videos etc. The next article is the role of the Patient Care Co-ordinator. It was agreed that an article about ACCURX would be appropriate. PC would suggest this at the next joint PPG meeting.

## **8. Feedback from Umbrella Group**

SL attended the meeting in GM's absence.

Julie Rogers (group co-ordinator) had not had a response from Sheryll Murray inviting her to attend a group meeting. A reminder had been sent, still no reply.

The new Integrated Care Board held its first meeting today (14.7.2022.) It is unclear exactly how the Board will operate - watch this space!

The August Umbrella Group is cancelled. The next meeting is on September 8<sup>th</sup>. SC agreed to attend as GM is unavailable.

## **9. Any other business**

SMac asked if there was any progress in identifying complaint themes, a point raised previously by Dr Morris. AT agreed to look at this.

The group discussed LIVI and how to inform patients of its existence and use. A stand in the waiting area, or other venue was considered along with links to videos etc. SMac will look at the NHS website to see what is available. AT would arrange for LIVI to be moved to the front page of the web site.

AT said the PCN were meeting next week to look at results of the extended working hours survey and decide how enhanced access will look.

## **10. Date of next meeting**

Thursday 8<sup>th</sup> September 2022, 6.00 p.m. at Saltash Health Centre.

DRAFT