

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

Thursday 12<sup>th</sup> May 2022

Present: George Muirhead (Chair), Peter Clements, Sue Latham, Stephanie Carter,  
Sue Mackenzie, Avril Tozer  
In Attendance: Mandy Thompson

1. The Chairman welcomed two new group members and everyone introduced themselves.

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

Minutes of the meeting held on 14<sup>th</sup> April 2022 were agreed as a correct record.

**3. Matters arising**

AT confirmed that £685.37 from closure of the PPG bank account had been received and ring-fenced in an account for PPG use.

AT said the practice telephone system was still under review. The PCN were looking at all practices and investigating the possibility of increasing the bundle to allow batch messaging.

AT had arranged for a doctor to attend the next PPG and had contacted Saltash Town council regarding councillor interest in joining.

**4. Role of the Social Prescriber**

Mandy Thompson attended to explain her role. Her aim is to connect people with non-medical support, using links with local community groups, day centres, housing associations etc. The purpose is to improve their wellbeing and avoid social isolation, particularly post-Covid, and the focus is on the question "what matters to you". Mandy also offers individual assistance e.g. form filling, benefits applications and support for those who are digitally excluded.

She works with older patients across both GP practices covering central Saltash, including Hatt, Pillaton and Landrake and is employed by Age UK. (There is a separate prescriber for under 65s). Patients can be contacted by phone, seen in the surgery or at home. A weekly drop-in is held at the Community Kitchen hub. There is however, no private space at the hub to discuss personal issues e.g. finance and mental health and MT is looking into space in the library for this purpose.

GM thanked Mandy and noted that this is part of the future 'good news story' we need to be communicating.

**5. Practice Update**

AT reported that:

**The practice 'away day'** was well attended and useful. The theme of the afternoon was Compassion and Communication. Post-event analysis will take place to determine any future actions.

**Targeted lung health checks:** Technical difficulties with the scanner meant that the start had been delayed until the end of May. However, telephone triage had begun to identify patients who would be suitable for scanning.

**E-consult:** The contract had ended and the PCN was looking at a new, less cumbersome digital triage system for the surgery.

**Stroll to Stride:** PCN were piloting an initiative aimed at improving fitness. 100 licenses are available to patients for a 6 week coaching course. Participants will have free access to programme materials, an app and live webinar.

**Covid spring booster:** Patients in care homes had received their booster. Boosters for house-bound patients was ongoing.

**Nursing staff:** Michelle Cotter, nurse student had joined the practice. The new nurse would be starting a week later than originally planned.

**Adverts out:** for a salaried GP and bookkeeper.

**Intercom entry:** This will stop. From next week people will be able to go into the surgery. The check-in screen will be in use.

**Fund raising:** A range of staff initiatives have raised £1,136.35 for various charities and money to plant a tree in memory of two colleagues.

**Security alert:** A warning was received of a bogus delivery driver trying to pick up prescriptions, however there were no attempts at the surgery.

## 6. Preliminary report from Saltash May Fair

GM reported that members from Saltash and Port View PPGs had spoken to nearly 100 patients at the May Fair. The key themes were:

Livi - did not know about it

E-consult - some good, some bad

Poor communication

Not able to see a doctor

Dial telephone - unable to contact the surgery AT was not aware of this problem and would investigate as part of the telephone system review.

Survey results would be analysed and discussed at the joint PPG meeting on 19<sup>th</sup> May and a report produced for both surgeries.

## 7. Feedback and reporting patient opinion

SL asked about the NHS Family & Friends Test. AT said that this was put on hold during Covid but had now been reinstated. Reports would be produced and AT would look into the possibility of publishing the findings.

AT confirmed that no text surveys were sent to patients following their appointments.

It was agreed that minutes of PPG meetings would be published on the surgery website in future. AT would arrange this. SL would send Avril the April 2022 minutes for inclusion.

## 8. Feedback from the Umbrella Group

GM had attended the May meeting of the Umbrella Group and reported back:

The Health & Care Act will be rolled out from July 2022. The introduction of an integrated care system would undoubtedly prove challenging. Problems accessing and leaving hospital, digital exclusion for people and dentistry returning to local health were highlighted.

GM said that the Act would introduce a whole range of change and our role is to support and challenge the surgery.

Health Watch Cornwall had reviewed all 58 GP websites and was making recommendations for changes. AT was aware of this and has requested feedback for Saltash Health Centre.

A sub-committee was working on a patient prompt sheet to help with telephone triaging.

PPGs from Oak Tree, near Pensilva and Rosedean, Liskeard were now working together. GM felt this was a good move as ideally we all should be working together i.e. a South East Cornwall PPG.

MP Sheryll Murray had been invited to the next Umbrella Group meeting to discuss political issues outside the Group's remit e.g. health and education effects of Treledan.

GM currently represents Saltash Health Centre at the Umbrella Group but the opportunity is open to any member who would like to attend.

SC said the Cornwall Council Leader was undertaking a tour of Cornwall. The Group agreed that anyone attending a meeting should raise the matters of St Barnabas and Treledan.

#### **9. Any Other Business**

There were no further items of business.

GM thanked MT for attending and it was agreed that she now become a group member.

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

Thursday 9<sup>th</sup> June, 6.00 p.m. at Saltash Health Centre.

SL

15.5.2022.