

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

Wednesday 1st May 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), Peter Clements (PC), Daniel Best (DB), (SK)

	<u>Action</u>
<p>1. Apologies Fliss Hedge (FH), Mandy Thompson, Suzanne Kingwell.</p>	
<p>2. Minutes The minutes of the meeting held on 13th March 2024 were agreed.</p>	
<p>3. Matters arising Item 6: GP Contract. GM had written to Sheryll Murray MP expressing the group's concern about the 1.9% offer and had received an inadequate reply. It was agreed that GM would write again and also raise this at the next Umbrella Group meeting. Item 9: Beryl Bikes. The bikes appear to be well used.</p>	GM
<p>4. Health Action Group GM said that the Chief Executive and Area Director of Cornwall Foundation Trust had attended the meeting along with a representative from NHS Property Services. It appears that use of St Barnabas, rather than closure, is part of their medium to long-term planning. It is hoped that the 'decision makers' will try to attend the next HAG meeting and this will enable us to look in more detail at what can be done with local buildings to take forward our local Vision. AT confirmed that NHS Property Services consider St Barnabas as a long-term hold (5-10 years). Peninsula House has been approved for sale and is on the market. There are no plans regarding the Treledan funding which will be released when a percentage of properties are occupied. Development of Saltash Health Centre was discussed. They have ruled out sale of the parts of the site they own, and would be looking at leasing to One Medical. AT set out SHC plans - sale and lease back with One Medical and development of the site. AT anticipated completion of the lease back by autumn 2024 and 3-5 years for the redevelopment. A joint Working Group will be formed to take the project forward. GM was disappointed at the lack of action regarding dentistry in Cornwall and the absence of required Saltash-specific data. GM will raise this at next week's Umbrella Group.</p>	
<p>5. Action Plan Going Green - AT had received £1,200 awarded for garden improvements. A picnic table, bird bath, bird table, pots and troughs had been bought. Lettuce and sunflowers are being grown. Communication - LIVI continues to be well used. Unused Medicines - DW had explored the potential in detail. There are worries from the Town Council, Co-op and Pharmacies about security and space for a hub. The group felt unable to pursue this any further.</p>	DW

<p>DW agreed to provide an article for Voice of Saltash Patients and the Observer on how to dispose safely of unused medicines.</p> <p>Research - After discussion the group agreed no further action. The surgery will continue to support research by advertising and informing others of projects.</p> <p>It was agreed that the following items are complete and should be removed from the Plan. Any further developments would be reported in AT's Practice Update and through feedback from the Health Action Group meetings:</p> <ul style="list-style-type: none"> Going Green Communication Joint Working Future Planning Pro-active Healthcare Unused Medicines Research in Primary Care <p>The following will be added to the Action Plan:</p> <p>Dying Matters - LP and AT. Explore the way ahead with Dr Earl.</p> <p>Lifestyle Course - VT to talk to Chris Phillips.</p> <p>Publicity and Communications - to include doctors' suggestions: Triage, DNAs, Training, Self-referrals.</p> <p>Transport to the Practice - RB to ask Martin Worth if there are plans to increase frequency of the Red Bus.</p> <p>Carers Support Group - SM to establish whether there is an existing group. If not, explore possibilities with Social Prescriber. AT could identify the number of people who are carers.</p> <p>AT to ask if the doctors have any further suggestions.</p> <p>A new Action Plan will be written.</p>	<p>LP/AT</p> <p>VT</p> <p>RB</p> <p>SM/MT</p> <p>AT</p> <p>GM/Group</p>
<p>6. Practice update</p> <p>Staff News/Vacancies - Mental Health Practitioner – appointed Kelly Martin start date TBC expected June/July PCC – advert/recruitment on-going interviews (March not successful)</p> <p>Social/Fundraising Dress down Friday end of April for Brownies/Guide Hut extension fundraiser Soup kitchen volunteering 29/4/24</p> <p>Complaints/Compliments Complaints/Feedback April/May Request to change registered GP refused Comments made by member of staff to patient/ Not able to see a GP/not advised of medical condition identified from hospital test Late diagnosis of cancer Inappropriate prescribing for respiratory condition/comments made by member of staff EOL prescribing issue Delays with prescription x 2 Request to delete entire medical record refused Wait for appointment Medication not available/change of prescription dose</p>	

Query misdiagnosis/GP did not listen to concerns
PCC abrupt/no compassion
Treatment by staff at reception

General Practice Improvement Programme

Applied for second phase – no update received

Merger/Practice Development

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 26/4/24 awaiting response

Going Green

£1,200 funding awarded for garden improvements (see Action Plan above)
£200 left of budget to spend.

Practice closure

15/5/24 pm – staff wellbeing and team building

Counterweight

A 12 week programme for 18-65 year olds with high BMI aimed at reversing type 2 diabetes through diet. AT give details to RB to publicise.

7. Feedback from Umbrella Group

LP reported from the meeting where the following was discussed:

- JOY App confusion. It's being used by clinical people but is it available to general public?
- Normal Magic app. Under 18s now have access to the Normal Magic app which concentrates on mentally healthy living. It is known about in schools.
- Power of Attorney
- Dental issues
- DNAs - an issue with all practices
- Elephant pods - discrete areas used more
- Triage requests turned off when the surgery is closed
- St Luke's trial of community care scheme in SE Cornwall (38 patients to enable them to stay in their homes) now cancelled.

8. Any other business

28th June, 7.00 pm Saltash Guildhall, Linda Taylor Cornwall Council leader is holding a public consultation event "Listening to You".

SM mentioned publicity about doctors prescribing gardening. AT said the doctors would link with social prescriber if this was thought to be helpful. RB said there was an open invitation for helpers in Victoria Gardens every Saturday morning at 10.00.

RB also raised the Tamar Trotters walking group which meets twice a week for an hour.

9. Date of next meeting

Wednesday 26th June 2024, 4.00 p.m., Saltash Health Centre.

AT/RB

SL 15.05.2024	
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