

D R A F T Minutes of the meeting of the  
**Saltash Health Centre Patient Participation Group**

Wednesday 5<sup>th</sup> July 2023

**Present:** George Muirhead, Chair (GM), Peter Clements (PC), Sue Latham (SL),  
 Avril Tozer (AT), Judith Tapp (JT), Denise Watkins (DW), Jill Evans (JE)

	<u>Action</u>
GM welcomed Jill Evans to her first meeting and the group briefly introduced themselves.	
<p><b>1. Apologies</b>            Sue Mackenzie, Valerie Taplin, Mandy Thompson, Steph Carter, Nicola Lant, Jacqueline Brady, Fliss Hedge, Rachel Bullock</p>	
<p><b>2. Minutes</b>            The minutes of the meeting held on 16<sup>th</sup> May 2023 were agreed as an accurate record.</p>	
<p><b>3. Matters arising</b>  <b>GP Referral Exercise Scheme</b> - AT had met with VT and Steve Fenney from the Leisure Centre. AT had identified an initial cohort of 100 patients who meet the referral criteria and had texted an unspecified number an invitation. AT reported that she had received two complaints from people to whom the scheme was suggested. DW advised the group that Steve Fenney was to attend the U3A to talk about the scheme and encourage people to self-refer.            AT will contact VT to update her re complaints etc.</p> <p><b>Younger members</b> - SL will contact Nicky Lant to ask if we have had a reply from the school or Livewire.</p> <p><b>QOF data</b> - AT had researched the number of pre-diabetic patients which appeared unexpectedly low. AT confirmed that there had been a coding issue which was now corrected.</p> <p><b>Funding</b> - It was proposed by PC and seconded by DW that money from the remaining PPG funds could be used to provide a working lunch for the Voice of Saltash Patients Action Group (now referred to as The Healthcare Action Group). This was agreed.</p>	<p>AT</p> <p>SL</p>
<p><b>4. Practice Update</b>            AT reported the following:  <b>Staff/Vacancies</b></p> <ul style="list-style-type: none"> <li>• Recruited a salary GP 6 sessions (subject to employment checks and qualifications) due to start September 2023.</li> <li>• Nurse vacancy still open following a retirement in March and resignation in April. Currently two applicants, interviews scheduled 5<sup>th</sup> and 10<sup>th</sup> July.</li> <li>• Finance vacancy - replacement due to start 10<sup>th</sup> July.</li> </ul> <p><b>Social/Fundraising</b></p> <ul style="list-style-type: none"> <li>• Dress down Friday raised funds for Encephalitis</li> <li>• Soup kitchen volunteering</li> <li>• Quiz night for Alzheimers</li> <li>• Park Run - 75<sup>th</sup> Anniversary of NHS</li> </ul> <p><b>Complaints/Compliments</b></p>	

- Increase in complaints and negative feedback this month. Quite varied; medication shortages, waits for referrals, feedback about appointments, telephone system, patient triage, referral to weight management service

### **General Practice Improvement Programme**

- Started process facilitator will be helping collecting and looking at data

### **Merger/Practice development**

- SHC moving forward with discussions with developer for building - building valuation and offer

### **District Nurse huddles**

- From 17/7/23 trialling daily on-line teams huddle with DNs to co-ordinate visits and care of patients with complex discharge requirements.

AT

Surgeries are required to produce an Annual Complaints list and AT agreed to provide a copy for the next PPG.

## **5. The Healthcare Action Group**

GM explained the aim of the group which was to support the surgeries and encourage various organisations to work together. The main priorities are

- Use of St Barnabas Hospital
- SHC and PV surgeries working together more closely (merger on hold)
- Use of Peninsula House for health hub or bedded care

The Action Group intend to use the Fuller Stocktake Report (copy previously circulated) as part of its work.

The recently published 'Recovering access to Primary Care - NHS England commitment to tackle 8 am rush' document was discussed (copy attached).

Empowering patients - AT agreed in principle but this was difficult in practice due to lack of staff e.g. pharmacists.

GM

Modernise General Practice access - SHC has cloud based telephony but not the call-back functionality. It is unclear whether they will get funding to pay for this, approximately £200 per month ongoing. GM will email Andy Sant to clarify the situation.

Building capacity - PCN has funding for a number of roles but is unable to fill them.

GM anticipated a real action plan to be formulated at the next meeting of the Action Group.

## **6. Feedback from the Umbrella Group**

GM reported from the meeting.

- Paula Varndell-Dawes, Strategic Manager at East Cornwall Primary Care Network had attended to explain her objectives in supporting surgeries with additional roles.
- A member had videos about the additional roles and would share these with other group members.
- GM explained SHC efforts to increase LIVI usage, e.g. information on the waiting area rolling screen. There are only 200 x 15 minute slots available for all 7 surgeries per week.

<ul style="list-style-type: none"> <li>• Looe surgery were involved with Plymouth Ukraine Medical Aid (PUMA) project, returning unused medication and sending it to Ukraine.</li> </ul> <p>7. The PPG discussed whether we could do something similar to the PUMA project. There was general agreement and DW and JE volunteered to take this on.</p> <p>GM will write to Chair of Looe PPG about our interest and find out more detail. JT said her daughter works at Tamar Pharmacy and she agreed to ask about their procedure for unused medicines.</p> <p><b>8. Action Plan update</b> The action plan was updated to reflect progress - see attached.</p> <p><b>9. Any other Business</b> There was no further business.</p> <p><b>10. Date of next meeting</b> Thursday 21<sup>st</sup> September at 4.00 p.m. Saltash Health Centre.</p> <p>SL 14.07.2023.</p>	<p>DW/JE</p> <p>GM</p> <p>JT</p>
--	----------------------------------