

Minutes of the meeting of the Annual General Meeting

Saltash Health Centre Patient Participation Group

Thursday 7th December 2023

Present: George Muirhead, Chair (GM), Sue Latham (SL), Peter Clements (PC), Rachel Bullock (RB), Avril Tozer (AT), Denise Watkins (DW), Mandy Thompson (MT) Robert Stone (RS), Daniel Best (DB), Liz Preedy (LP), Steph Carter (SC)

1. Apologies

Sue Mackenzie, Judith Tapp, Valerie Taplin, Fliss Hedge, Jill Evans

2. Minutes

The minutes of the meeting held on 25th October 2023 were agreed as an accurate record.

3. Matters arising not on the agenda

Uninterrupted power supply - GM reported that Old Bridge surgery could source batteries for £100. AT noted this for future discussion with doctors.

Finance officer - post still not filled. AT has offloaded some tasks to others in the practice and her deputy is helping with complaints. However, the PPG repeated their concern regarding the pressure of AT's workload.

4. Election of Officers

Nominations and elections:

Chair, George Muirhead. Nominated by DW and seconded by SC.

Vice Chair, Liz Preedy. Nominated by GM and seconded by PC.

Secretary, Sue Latham. Nominated by GM and seconded by DW.

5. Health Action Group - Vision and Plan of Action

Members discussed the document "A Vision and Plan of Action for Healthcare in the Saltash Area" produced by the Health Action Group.

HAG includes health professionals, councillors and patient representatives looking at healthcare for the patient body as a whole (both surgeries) and potential development of the whole Plougastel Drive site.

HAG agreed that there could be benefits from joint discussion/planning around the use of Plougastel Drive land, and a multi-agency approach to the contractors and partners was agreed.

AT confirmed that Saltash Health Centre is already planning a new building and is in talks with a private contractor. They are keen to develop their own plan without any hold-ups, but share and support the ambition to draw together funding and resources from different sources for the development of a Health Hub, which a town the size of Saltash deserves.

There are three key statements and 8 action points in the plan:

Co-ordinate everything better

(Action 1) Integrated locality team working - primary, community, mental health and social care - to be fully established by the end of March 2024.

AT sought clarity on this action. Huddles are happening and AT queried what was expected to complete this task. GM suggested it was the responsibility of Cornwall

Partnership NHS Foundation Trust to co-ordinate. DW suggested a Standard Operating Procedure. The group agreed that AT, who is a member of HAG, report her concerns back to the Centre.

AT

Make access easier for patients

(Action 2) Changes are already being introduced by Saltash Health Centre and Port View Surgery with additional back-up from East Cornwall Primary Care Network. Progress will be dependent on recruitment, team building, patient engagement, etc. It will additionally need a continuous programme of promotion and explanation in 2023 to win over the hearts and minds of patients.

(Action 3) This new style of service would be enhanced by more modern premises, ideally a single Health and Wellbeing Centre for the town on the Plougastel Drive campus. This is an ideal location for patients - and where there are current opportunities for project partnerships. This would be a major project over a number of years, but we are aiming to agree an initial vision by end of March 2024

(Action 4) We will explore all options in the hope of taking any opportunity for improved dental provision.

Every effort should be made to utilise the £2M underspend in the dental budget for Cornwall.

GM said that Plymouth City Council have a working party on health with an interest in dentistry. They are running a trial project with a primary school and the Dental School.

He is meeting with the lead councilor to discuss the project.

GM is also following up on a social enterprise group based in the Midlands who have a mobile unit that visits communities.

MT pointed out the importance of education at home, e.g. regular teeth brushing and not buying sugar products.

Bring back local specialist provision

(Action 5) Cornwall Partnership Trust (CPT) has undertaken to promote to the public the services available now at St Barnabas Hospital - which are not widely known and understood - and to seek to expand their range.

GM is involved in preparing a Press Release to help people understand what is available to them at St Barnabas.

(Action 6) There is a need for a new type of provision for hands-on services for dressings and minor injuries etc. The idea would be to shift suitable provision from Derriford Hospital and the Cumberland Centre back to where it is actually needed. This may be served by a partnership between CPT and the Practices to be commissioned by Integrated Care Board.

HAG are not optimistic about this happening but will continue to push.

(Action 7) ICB to be encouraged to plan to commission in 2024/25 new provision of diagnostics in the town for local patients.

(Action 8) The provision of local beds would be ideally met by the incorporation of a unit into the plan for the Plougastel Drive campus. Failing that, a new unit, possibly in the Treledan development, or the permanent adaptation of existing NHS premises, would be needed. Decisions on how to proceed have been put off for too long, so we will put

together with partners an outline vision by the end of March 2024. We need tangible clarity of purpose, or else stakeholders will never be in a position to seize opportunities as they emerge

The beds would be part of the Health Hub.

PPG members confirmed that they were happy with the proposals on behalf of patients and supported the plan of action.

6. Practice Update

Staff news/Vacancies

- Nurses – Recruited 2 nurses 1 x 4 days per week available from March 2024 + nurse 2 days per week available immediately subject to references/checks etc. Full time GP nurse trainee due to finish end of December, + nurse working 1 day per week leaving in January. Paramedic leaving and needs to be replaced
- Finance vacancy – role being covered by management team. Interviews in progress
- Mental Health Practitioner H Jenkins started 20/11/23
- Full time Patient Care Co-ordinator appointed and advertising for an apprentice role

Social/Fundraising

- Dress down Friday end of November for Scope
- Soup kitchen volunteering still continuing collecting for Xmas donations and raffling a Xmas wreath made by a member of staff

Complaints/Compliments

- Complaints/Feedback November – refusal to allow request change GP, practice did not provide adequate care to patient, wait for medication, telephone message re abuse to staff, practice does not allocate time for telephone appointments, not able to update next of kin verbally over the phone,

General Practice Improvement Programme

- Frequent attenders – GP reviewing & trainee to audit zero attenders as a project
- Practice away pm 29/11/23 reviewed results of Care navigation simulation

Merger/Practice Development

- Delay due to negotiations with developer and NHSPS to acquire former community clinic.

Telephone Upgrade

- To include call back facility – 50% of the project completed

Check-In Screen

- Being replaced.

Green

- Second medical packing recycling box filled and collected for recycling.

Practice Closure

- 31/01/24 pm – Mandatory training for ADHD and autism

GM asked if there was anything the PPG could do to help about people not attending for their appointments (recently 7 in one day). AT has some comms we can put out on our social media.

7. Report from Social Prescriber

RB

<p>MT said main activities are around the Winter Well-being programme. Booklets are being widely distributed.</p> <p>The Wellbeing Group started mid-November. MT triages referrals and directs people to the most appropriate group.</p> <p>There is a new community centre at Oaklands Green with activities happening on most days of the week. A Cornwall Councillor will be attending once a month. There may be help with form-filling.</p> <p>DW had been to Oaklands but it was difficult to find as there was no signage. MT said this should be raised with Cornwall County Council.</p> <p>DW has been cleared to assist with form filling and was willing to help. MT will discuss with DW outside of the meeting.</p> <p>MT also has links with Ashtorre Rock and attends e.g. the bereavement group.</p> <p>RB said that the previous Speedyprints building was opening for respite for people with, for example, dementia. A Flutterbys project operated by Daisy Chain.</p>	<p>DW</p> <p>MT/DW</p>
<p>8. Pro-active Healthcare - Healthwise Exercise GP referral scheme</p> <p>GM said VT could not attend today but had sent a report to share with members.</p> <p>Re Active Practice Charter commitment:</p> <p>1. The laudable objective is to inform appropriate patients about the GP Exercise Referral Scheme offered by Saltash Leisure Centre - but in a way that doesn't add to Avril's workload as she is already stretched. I suggest we postpone this project till February 2024.</p> <p>2. If you click SHC website blue box WELLBEING, it offers a list including EXERCISE. However, I have contacted both the organisations listed, and neither is appropriate. Get Active Cornwall is London only, and the email address is defunct. Change4Life is London only, and for small children and schools only.</p> <p>I suggest both are replaced by relevant local organisations such as SLC and have drafted the following:</p> <p>HEALTHWISE Cornwall Do you want to get fitter and healthier? Healthwise Cornwall offers an Exercise Referral Scheme to patients of SHC. You will be assessed and given a safe and effective activity programme, and supported by specialist staff to help you improve your quality of life.</p> <p>Following discussion the Group agreed to postpone the project until February 2024.</p> <p>AT will sort out the SHC website and add the revised message. She is keen to promote the scheme but not from the practice email as it is not possible to set up a no-reply email.</p> <p>RB said the tennis club is also interested in this kind of initiative and she will liaise with Val and Steve.</p> <p>GM will update Val.</p>	<p>AT</p> <p>RB</p> <p>GM</p>

9. Feedback from the Umbrella Group

GM reported that the PCN has agreed to fund a digital resource using the Joy app. MT said that this will be very useful, particularly as updating of information is included.

GM fed-back how effective SHC had been with regard to flu and covid vaccinations compared with Port View.

DW

10. Action Plan update

The action plan was discussed and updated - see attached.

GM had followed up the issue of unused medicines going to Ukraine. Two contacts have been identified, Dr Jamie Fulton and Ali Piper. DW agreed to attempt to get in touch.

AT

11. Any other Business

AT said that there was a waiting list for blood pressure machines as there was only a limited number they loan out to patients. The group authorised AT to use £150 of PPG funds to purchase additional machines. LP said the Cecily Baker Charity would also be prepared to help with money. Use of the elephant kiosk would be promoted.

12. Date of next meeting

Wednesday 24th January 2024 4.00 p.m., Saltash Health Centre.

It is hoped that this date will be convenient for a GP to attend to identify matters the PPG might become involved with.

At that meeting we plan to schedule dates for the whole of 2024.

SL
14.12.2023