

Minutes of the meeting of the

Saltash Health Centre Patient Participation Group

Wednesday 8th February 2023

Present: George Muirhead, Chair (GM), Peter Clements (PC), Sue Latham (SL), Avril Tozer (AT), Rachel Bullock (RB), Sue Mackenzie (SM), Mandy Thompson (MT), Steph Carter (SC), Sharon Lambert (ShL), Valerie Taplin (VT), Denise Watkins (DW)

	<u>Action</u>
GM welcomed new member Denise Watkins. Members introduced themselves.	
1. Apologies Cornwall People First reps, Judith Tapp.	
2. Approval of minutes Minutes of the meeting held on 4 th January 2023 were agreed as an accurate record.	
3. Matters arising Patient Experience Lead: AT explained that a staff member who might take on this role had not been identified. However, the appraisal process in April/May might find someone looking for more responsibility. VT expressed an interest, should this opportunity be open to patients.	AT
Project Manager: GM and the chair of Port View PPG are pursuing Paula Bland and possibly meeting with Andy Sant, Managing Director of the ICB.	GM
Duplication of notifications re appointments: AT to consider ways of simplifying the process.	AT
LIVI: AT to ensure that LIVI appears on the front page of surgery website and consider ways of encouraging patients to register.	AT
Saltash Community School: Following his visit to talk to 6 th form students GM had phoned/emailed the school on at least 15 occasions and had no response. SC had also tried to make contact regarding a young person to join the PPG. GM proposed that he should write to the Chair of Governors and copy the school Principal regarding our concern about lack of response and missed opportunity for students. The group agreed.	GM
SC is secretary for the Youth Council representing all local groups. She will email and ask if there is any interest.	SC
4. Joint Surgery Working AT said that the partners were meeting on 7 th March looking at ways of working together. GM reported that the joint PPGs had met this week and were starting to frame-up what, from a patient point of view, the medical provision should be in Saltash. RB handed out copies of the feedback received from Facebook members (6,000 views) about their opinions on St Barnabas and on using Liskeard hospital. (see attached)	
GM said the current review of 4 buildings; St Barnabas, Saltash Health Centre, Port View Surgery and Peninsula House provided an opportunity for improving health provision in Saltash. The Friends of St Barnabas were now part of the joint PPG and the Town Council would be involved through RB.	
The Joint PPGs had looked at the key issues which would be part of our working together with the surgeries, buildings review and town council:	

- Unprecedented demand on both the A&E and medical services provided by Derriford, with which they are unable to cope.
- Saltash has a population that far exceeds Torpoint, Liskeard, Launceston and Bodmin, which have all had recent NHS investments.
- Building developments like Treledan are going to have a major impact on our population and NHS demand. This will easily take our population over 20,000.
- Simplistic journey times between Plymouth, Liskeard, Torpoint and Saltash do not reflect the demographic needs of the Saltash community. Public transport links are weak.

It was recognised that AT's responsibility related only to SHC, but GM reminded members that the PPG's responsibility was to the wider patient base, including opinions about St Barnabas which might be an asset. The following services were suggested:

- Convalescent beds
- Walk-in Medical Centre
- Blood tests
- X-ray unit
- Ultrasound

GM clarified with AT that the surgery was looking only at SHC and Port View and not considering wider health provision including the use of St Barnabas and Peninsula House.

5. Prescription Issues

A meeting had been arranged for 9th March with both surgeries and Tamar Pharmacy to discuss issues. Hopefully Lloyds and Boots would be involved although, being part of a chain, their process is different.

6. Practice Update

AT reported:

- Dr Morris had left the practice at the end of January. Replacement not yet been appointed
- Dr Okwechime (6 sessions) had replaced Dr Egwim
- Nurse had left in January an offer had been made to a potential replacement
- Common room was being updated. New chairs and tables, big TV screen for staff meetings and comfort
- Migrating to EMIS to become same as other PCN practices. Order had been placed.
- Registered as an Active Practice. Organising staff to meet up at Tamar Trails. Next soup kitchen run end of February.
- Dress down Friday raised £37.60 for cancer research.
- The practice is Veterans Accredited. GP undergoing training and existing veterans will be made aware.

7. Action Plan update

Going Green: SM advised that there was a new toolkit and consequently all existing data had to be transferred across. SM had received an update on actions from the practice, but may need further supporting documentation.

As there was no funding for collection boxes SM would investigate other ways we might provide bins. SM would also investigate how patients may be informed and involved with the green agenda.

ShL would collect blister packs and take to Super Drug for recycling.

GM would raise the disposal of inhalers at the pharmacy meeting in March.

Complaints/Patient Views: AT would look at the message referring patients to LIVI when triage is full.

Healthy Living: VT informed the group that St John ambulance provide free training and would be prepared to come to the surgery. The service is open to anyone and it was agreed that this be put on the practice website: Do you know you can get free first-aid training, contact St John Ambulance, give link.

VT had also contacted the Leisure Centre which runs a GP referral scheme for patients to take advantage of reduced gym membership, free healthcare guides and an app on nutrition and exercise. Overweight and diabetes are problems in this area. Let's focus on weight loss and exercise. AT confirmed that the practice does make referrals. The Centre had previously become too busy to accept them but the service had now reopened.

Extended working hours and Immigrants from Ukraine items have been completed.

The action table to be updated accordingly.

8. Feedback from the Joint PPG

GM said the Joint PPG would provide feedback to the practice reflecting the consultation and thoughts of the joint PPG to feed into their meeting with Port View.

9. Feedback from Umbrella Group

The next meeting is on 9th February, in person at Peninsula House.

10. Any other Business

MT talked about the lack of support for home-bound people or those wanting to go out but needing assistance to do so. This would require help from someone like an occupational therapist, with public liability insurance. Also needed were personal assistants to go into patients homes. Age UK Cornwall would vet and train people for these roles.

11. Date of next meeting

Wednesday 29th March 2023 at 4.00 p.m. Saltash Health Centre.

SL
10.02.2023.

SL