

D R A F T Minutes of the meeting of the

Saltash Health Centre Patient Participation Group

Tuesday 16th May 2023

Present: George Muirhead, Chair (GM), Peter Clements (PC), Sue Latham (SL),
Avril Tozer (AT), Rachel Bullock (RB), SC), Valerie Taplin (VT),
Denise Watkins (DW)

In attendance for item 1: Steve Fenney (SF)

Apologies: Sue Mackenzie, Mandy Thompson, Steph Carter, Judith Tapp, Nicola Lant, Jacqueline Brady, Fliss Hedge

	<u>Action</u>
<p>1. GP Referral Exercise Scheme</p> <p>GM welcomed Steve Fenney, who leads the GP Exercise Referral Scheme at Saltash Leisure Centre. The scheme offers physical activity to improve health and well-being and patients with conditions qualifying for referral include high blood pressure, diabetes, overweight, asthma, circulatory/respiratory diseases, arthritis, depression and anxiety</p> <p>There is no cost to the practice as the scheme is funded by the National Lottery and Sports England. A high number (approximately 75%) of referred patients go on to join the scheme resulting in inactive and often overweight patients committing to sustainable, healthier lifestyles, with more exercise and better attention to nutrition. The scheme offers discounted leisure centre membership for up to 2 years, after which the patient can choose to become a full-paying member.</p> <p>The practice currently makes referrals but there is capacity for considerably more. The group discussed how the scheme could be promoted with minimal input by the practice.</p> <p>The practice system search function could be asked to identify patients by criteria (medical condition) and notify them direct, with a short message or email. The e-message could be along the lines of: <i>“You have been identified as one of our patients whose health would most benefit from the GP Exercise Referral Scheme that we are operating with Saltash Leisure Centre. The scheme is sponsored by the lottery and entitles you to much reduced membership. For further details and to register your interest, please contact ... “</i></p> <p>SF said there may also be a possibility for patients to self-refer.</p> <p>The success of the scheme would be monitored by the Leisure Centre - number of referrals received, how many patients take up their referrals, patient attendance and compliance, improvement in patient symptoms etc. This should produce some meaningful data.</p> <p>The following actions were agreed:</p> <p>Explore the self-referral option and talk to AT re how to communicate the message</p> <p>AT to invite SF to meet doctors and clarify referring criteria</p> <p>A supply of green Healthwise explanatory leaflets in waiting room and notice boards around Saltash.</p>	<p>SF</p> <p>AT</p> <p>VT</p> <p>SL</p>

GM thanked VT and SF for their work, a great idea which everyone wants, and invited SF to return in the autumn to update the group.

2. Approval of minutes

Minutes of the meeting held on 29th March 2023 were agreed as an accurate record.

3. Matters arising

Item 3 Younger members: NL had contacted Emma Gue at Saltash Community School, but had not received a reply. Contact would be made with Livewire.

Item 4 Joint surgery working: The meeting on 18th April was not able to resolve the buildings issue. SHC are going ahead with their development proposals.

New GP contract: Still under consideration. Implementation deadline has been extended to 8th June.

Dr Morris' replacement: see Practice Update.

LIVI: see Practice Update

Item 6 It is thought that Tamar Pharmacy is taking over the Lloyds pharmacy. FH has drafted and shared the pharmacy leaflet. Some funding has been identified.

Item 10 AT reported a reduction in emails from individual PPG members.

4. Practice update

AT reported:

LIVI

Highest number of registrations out of all the practices in the PCN. 148 new registrations in April 23 (3,800 so far in total). 242 Livi appointments booked as a Practice in April 23.

'Don't wait till you are unwell to register' posted on waiting room screen and Facebook.

Staff Vacancies

Dr Mila Morris back with us for 6 months to finish training.

Advertising to recruit 2 nurses (following a retirement in March and resignation in April)

Still looking for a replacement for 6 session partner GP and trying to recruit a locum for maternity cover from end of May, for 6 session salaried GP about to go on maternity leave.

Social/Fundraising

Dress down Friday raised funds for a student volunteer trip to Senegal

Soup kitchen volunteers on 1st May

Coronation lunch for staff 5/5/23

Complaints/compliments

No significant complaints outstanding - General theme of patients complaints not receiving what they think they need or as soon as they would like.

Compliments - feedback from patients that practice is friendly, helpful and organised.

South West Hydration Project

NHS England - Circulating a leaflet and survey to men over 70 in the community about hydration, the working aim of the project is to look at whether older men's daily intake of fluids is sufficient and to work with them to create practical and sustainable ideas that would support them to drink more fluids with the aim of reducing the risk of Klebsiella Blood stream infections in men 70+ who live in their own homes. AT will keep the group updated.

AT

General Practice Improvement Programme

Submitted application for external support for a project to look at following; Understanding and managing demand and capacity, Improving the telephony journey for patients, Improving the online contact journey for patients, Enhancing triage and care navigation, Better managing practice workload.

Merger/practice development

PV building issue still no definitive resolution found. In the meantime, SHC moving forward with discussions with developer for building.

Active Practice

Awarded in recognition for achieving Active Practice status by reducing sedentary behaviour in staff and patients, increasing physical activity in staff and patients, and being part of an active community.

Communications to be organised for waiting room and social media.

GM

5. Voice of Saltash Patients Action Group

GM expressed his disappointment with progress due to the complexity of the NHS and differing priorities. However, there are some short, mid and long term targets identified for the future. See Attachment.

Short term actions should be completed before the next meeting on 7th June. GM will send a reminder.

Of the three mid-term actions 'explore options for a single access hub' was the most important.

6. Feedback from Umbrella Group

The 6th April meeting was cancelled. There are currently no further meetings as admin support has been withdrawn. Port View PPG Chair is investigating.

AT

7. Action Plan update

The action plan was updated to reflect progress - see attached.

8. Any other Business

GM had seen QOF data including the number of pre-diabetic patients recorded at SHC versus PV. As SHC has twice as many patients as PV this number appeared unexpectedly low. GM asked if this related to the number of HBA1c blood tests. AT said this may also be due to differences in recording/reporting and she would investigate further.

GM suggested, and the group agreed, that a contribution from the £600 remaining from previous fund-raising activities could be made in order to promote the work of the PPG in the Saltash Observer.

9. Date of next meeting

Wednesday 5th July 2023, at 4.00 p.m. Saltash Health Centre.

SL
18.05.2023.

