

Minutes of the meeting of the

**Saltash Health Centre Patient Participation Group
Annual General Meeting**

Wednesday 23rd November 2022

Present: George Muirhead, Chair (GM), Peter Clements (PC), Sue Latham (SL), Avril Tozer (AT), Sharon Lambert (SLa), Judith Tapp JT), Rachel Bullock (RB), Sue Mackenzie (SM), Mandy Thompson (MT), Steph Carter (SC)

In Attendance: Fliss Hedge (FH) , Daniel Best (DB)

| | <u>Action</u> |
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| <p>1. Apologies There were no apologies</p> | |
| <p>2. Approval of minutes Minutes of the meeting held on 13th October 2022 were agreed as an accurate record.</p> | |
| <p>3. Matters arising not on the Agenda Patient Experience Lead: AT reported that Oaktree Surgery had a person in this role who was the first point of contact for complaints, communications both internal and external and PPG support. Rame had a similar role with a different title. AT said that this would provide development opportunities for SHC staff. GM felt it would useful for staff development and for patients to have a named person. FH suggested that the person could be available to support patients with learning difficulties at appointments.</p> | |
| <p>4. Election of Officers Nominations and elections: Chair, George Muirhead. Nominated by PC and seconded by SLa. Vice Chair, Sue Mackenzie. Nominated by GM and seconded by RB. Secretary, Sue Latham. Nominated by PC and seconded by SC.</p> | |
| <p>5. GPs/PPG meeting GM explained that there is a big opportunity at the moment for improving health care provision in Saltash and, although the two PPGs were working together, we also needed to be co-ordinated with both surgeries, the town council and our MP. Sheryll Murray was prepared to be involved if there was an agreed plan, driven by the clinicians.</p> <p>With this in mind, on 13th December the joint PPG committee is meeting with the two surgeries and a doctor from Saltash Health Centre to start the process of formulating a strategy for health provision in Saltash. AT said that the practices were meeting prior to the 13th to discuss working together going forward regarding the estates plan.</p> <p>GM had met Paula Bland (Integrated Care Board). She had submitted a bid for a project manager to look at health care and how buildings; Peninsula House, Port View Surgery, the Health Centre and St Barnabas Hospital, could best be used for patient care in Saltash.</p> <p>RB reported on a meeting with Sheryll Murray at the town council. She said that St Barnabas was not fit for purpose and suggested if it was sold the town could use the money for a new-build near Treledan. RB explained that Saltash needed hospital beds. GM said his understanding was that the town would only get 50% of the money. The group agreed that there were benefits of our MP becoming involved in the planning stage.</p> | |

PC said that he had attended the consultation event for the next phase of the Treledan development. A care home and primary school were detailed in the stage 2 plan but no reference to a health centre. AT said that money was ring-fenced for health. Funds would be released when 200 homes were occupied but would not come directly to the practices.

The group was supportive of starting the process, driven by the clinicians to say these are the clinical needs of Saltash (including all health needs and associated concerns e.g. bus service). If we could deliver them in a different way we could remove pressure on Derriford and provide for the patients of Saltash.

It was agreed that RB would attend the 13th December meeting, in place of PC and consideration be given to FH attending future meetings.

SLa thanked the Chair for proactive planning.

RB

6. Prescription Issues

GM said that both PPGs had similar concerns relating to prescribing. AT had discussed these with the practice clinical pharmacist and script team lead and reported that:

Stock in pharmacy is a problem, an international supply issue. When a prescribed drug is not available and a patient has run out of medication, pharmacy has to advise an alternative and the surgery has to write a prescription.

A group member was aware of a patient being offered an alternative rather than return to the surgery. Also when 10mg tablets had run out 2 x 5mg could not be dispensed without GP approval. SC asked if pharmacies could let surgeries know when a drug is running low to ensure an alternative is prescribed.

The scripts team at the surgery have a prioritisation process but unsure how the pharmacies deal with incoming scripts.

AT confirmed that the surgery contacts patients by phone or text to let them know of problems/changes.

FH asked whether there was an easy-read explanation for patients with autism/learning difficulties to lessen the stress when medication is changed.

SC asked if prescriptions could be printed in a larger font. AT said it was possible to produce an A4 list for patients to easily tick what was needed. She would target visually impaired patients and offer the service.

AT would consider an offer made by GM for PPG representatives to work with Pharmacies to sort his issues. FH expressed her willingness to be involved.

Prescription Issues will be an item for the group's next meeting.

AT/Pharmacists

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AT

AT

SL

7. Practice update

AT updated the group:

- Awarded £1,500 towards bike lockers - green initiative funding.
- GP Nurse Trainee starting in January 2023 for one year.
- Interviewing for salaried GP. Only 1 applicant.
- Keeping the trial of the remote locum going until January. This has proved very helpful.
- Dress-down Friday this month for British Heart Foundation.

AT

- 6th December meeting both - practices will be closed in the afternoon. Patients will be made aware in advance and a GP will be available.
- New triage - positive feedback but is not available 24/7. AT to review the message.

8. Ukrainian Refugee Policy

GM explained that this was part of our support to the surgery and an item on the action plan. He was in discussion with the Chair of Port View PPG regarding sharing this, and other policies, between the two groups/practices.

9. Action Table update

Going Green: Thank you to SLa for taking crisp packets collected by staff down to Deli Bazar.

Complaints: Less complaints being received about patient triage.

Communication: The remote locum GP has helped with the issue of patients unable to see a doctor.

Extended working hours (enhanced access): GM had learned from the Umbrella Group that extra hours had focussed on the covid and flu vaccination programme. Atrial fibrillation would be the next project. AT said the health centre was using enhanced access for nurse appointments. The Primary Care network had submitted a plan to the Integrated Care Board and was awaiting approval.

Joint Working/Future Planning: see item 5.

Immigrants from Ukraine: Any comments on the Ukrainian Policy should be sent to AT. SC asked whether any Ukrainians had seen the policy. GM knew the coordinator of a local group and he would arrange to ask for comments.

10. Feedback from the Umbrella Group

Surgeries contact with MP

GM reported back from the recent meeting with Sheryll Murray when the items discussed included:

- Barriers to recruitment
- Investment zone with affordable housing
- Surgeries to become centres of delivery
- Lack of NHS dentistry
- Lack of adult social care
- New ICB (might be part of the solution)
- Repeat prescriptions - only given 28 days
- Public transport
- St Barnabas. Plan must be GP-led
- No complaints from surgeries about lists in light of Treledan.

RB said that similar issues were discussed when Sheryll Murray attended the town council meeting but there was little emphasis on health.

DCCR (Devon & Cornwall Case Record)

This record would ensure that all relevant information was available to whoever was treating a patient. AT said that SHC was in the final cohort of this initiative.

The Umbrella Group would like to know of any area of expertise that the surgery could offer. AT said that SHC would like to be able to offer a minor injuries service.

11. Feedback from Joint PPG

GM confirmed the intention to push a plan on the strategic oversight for Saltash with a decision on best way ahead by June/July 2023.

GM

Members had met with the Chair and Secretary of St Barnabas League of Friends and considered whether the building is their number one priority or health delivery. Delivery is definitely their priority and they agreed with the suggestion that part of St Barnabas might be sold off and the money (50% of the sale) be used to develop the remaining part of the building. It was agreed that the League be included in future meetings.

GM

SM

GM joined the town councillors to meet the public on Saturday 19th and used the Friends and Family questionnaires. SM will collate the feedback from the questionnaires.

MT said there is now a letter box in the community kitchen called Patient Voice. People can put suggestions/comments about either surgery into the box.

12. Any other Business

RB informed the group that vaccinations clinics have been cancelled due to lack of uptake and supplies of flu jabs have run out.

RB

The defibrillator supplied by Rotary had recently been used by the ambulance service.

SM asked about articles for the Saltash Observer. GM was in negotiation about sponsorship to enable a bigger article under the heading Patient Voice.

AT

RB agreed to approach Warren Wilkins at Saltash Voice to ask if he would like to run a monthly article on the PPG.

GM raised two queries, one concerning red-flagged patients and one relating to text/letters about tests duplicating information and causing confusion to patients. AT would investigate and report back.

13. Date of next meeting

Wednesday 4th January 2023 at 4.00 p.m. Saltash Health Centre.

SL
30.11.2022.

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