



## LEATSIDE HEALTH CENTRE PATIENT GROUP

### MINUTES

of the meeting held at

18:30, Wednesday 2<sup>nd</sup> November 2022 at Redruth Health Centre

**Present:**

Ian Clarke  
Iain Norman  
Amanda Norman  
Ruth Major  
Mike Goodland  
Jocelyn Floyd  
Maggie Harris  
Rosemary Musgrave  
Sue Solway  
Carol Spencer

**Practice Representatives:**

Glynnis Turner (GP)

**Practice Liaison:**

Lee Collins (GPN)

**Apologies:**

Bob Lamberton  
Elaine White  
Donna Keverne  
Sally Maunder  
Jo Craze

**Review PPG Documents:**

It was agreed by the group as a whole that the Terms of Reference (ToR) and associated documents circulated at the previous meeting needed no further amendments and were suitable for use as-is. It was agreed that these would be reviewed in six months' time to ensure that they were still current and appropriate.

Further documents were produced and circulated to the group to facilitate the expectation and understanding of the future structure of the PPG by LC. The main change essentially creates a main PPG committee, made up of officers, and then appropriate representatives of the wider patient group, with a view of the committee to be made up of no more than 20 members.

It was noted that the Virtual PPG group information should be retained in the ToR for future implementation. At this point, the use of a FB group was brought up. It was agreed to set this up to

enable communication and collection of information with the wider patient base. The group is to be set at "private" and group rules established. LC will put this in place.

Communication within the PPG committee was discussed. As things stood, there were no agreements with regard to the use or sharing of members' information. It was noted that the PPG could not function without this in place. LC would review some documents for this.

It was noted that the practice website was now more user friendly and had more useful patient information.

Klinik was also discussed and it was raised that some patients had some issues with it, and it was not always intuitive. It was agreed that a structured liaison with patients could be held and reviewed by the PPG at a later date in order to provide service improvement recommendations.

LC clarified his role as practice liaison with the PPG moving forward once. He would take recommendations and comments from the PPG back to the practice. Also these would come back to the practice from the PPG. His role would be that of facilitation and arranging of meetings etc as appropriate. He would also be able to ask other members of the practice team to attend as appropriate should their input on a PPG discussion be useful.

#### **Recruitment Review:**

RM spent some time at the COVID/Flu vaccination clinics, promoting the PPG, explaining the purpose of the group and inviting comments from patients. RM informed the group that there were very few negative comments from the patients.

IC attended the meeting to inform the group that he felt that the vaccination clinic was somewhat chaotic. It was noted that the physical layout of the vaccination clinic was not ideal. Appropriate plug sockets were not in place. These would be reviewed and resolved during the building refurbishment in the future. GT reiterated that all works in the building at present need to be undertaken through NHS England and their contractors.

RM felt that it was a useful exercise and will undertake the same at the next vaccination clinic.

#### **Election of Chair and Secretary:**

There were no volunteers from members present for either chair or secretary, however, members were keen to see Bob Lamberton as chair if he were agreeable. LC agreed to approach Bob and see if he were interested in sitting as chair. LC stated that he was happy to sit as interim chair at the moment, but in order to progress the PPG a permanent chair would be required.

#### **Any other business**

It was agreed that the PPG would outwardly be known as the "Leatside Patient Group". This was to simplify the name

IC raised the issue of patients queueing in the foyer for the pharmacy causing congestion, particularly in poor weather. It was unclear as to whether this had been addressed previously.

It was agreed that meetings would be limited to a maximum of 90 minutes.

The next meeting was agreed to be held at 6.30pm on the 30<sup>th</sup> of November in the main practice building owing to works being undertaken at Redruth Health Centre.

Meeting closed at 7.30pm.