



LEATSIDE HEALTH CENTRE PATIENT GROUP

MINUTES

of the meeting held at

17:30, Thursday 24th May 2023 at Redruth Health Centre

Present:

Bob Lamberton
Ruth Major
Iain Norman
Amanda Norman
Rosemary Musgrave
Angela Pearce
Sue Solway
Carol Spencer

Practice Representatives:

Lee Collins
Glynnis Turner

Apologies:

Jo Craze

The meeting commenced at 17:30

The minutes were agreed to be a true reflection of the previous meeting.

There were no matters arising.

It was noted that the plants outside the surgery looked very good and have started filling out well. It provides a very welcoming access the building.

Bob asked how the move to the Health Centre was going. Unfortunately it has been held up further due to a sewage leak which has prevented the fibre installation. There is no further date as of yet due to pending sewage pipe investigation. Glynnis also informed the PPG that NHS Estates has increased the rent by some £20k a year since discussions started.

Bob queried access to the Leatside PPG Facebook Page. Lee confirmed that he had overall control, but that Michael Goodland was also an administrator of the group. Unfortunately Michael has not been present to a meeting for some months.

Bob brought up that the regular walks started by Glynnis had been missed recently. He would like to see this started again and patients forwarded to this as a way to improve health in a bid to reduce dependency on medication.

Rosemary asked if there was any public available information with regard to schemes available for the public to participate in. There were no resources available at present. However, Glynnis mentioned that Cornwall Neighbourhoods for Change (CN4C) run a number of initiatives for those with chronic illness and health conditions. It was also noted that the practice had a new Health & Wellbeing team established to take on aspects of social prescribing. However, this was still being established. It was felt that the PPG could help link in with the Health & Wellbeing team to improve health in the local population.

Lee had emailed the newly established the Health and Wellbeing team that morning to establish their remit for the practice and was awaiting a response. Rosemary asked if a member of the team could attend a PPG meeting. Lee will speak with the team to see if they can be available for the next meeting.

Ruth did attend one of the Covid booster days to help promote the PPG, but patients were very quickly in and out, so didn't find it particularly beneficial.

Bob presented the finalised GP Iceberg poster. Lee will put this up on the PPG board.

Bob queried whether the TV in the waiting room could be used for general health promotion. Lee stated that he hadn't seen it on for some time, but would find out if we could start using it.

Bob has reproduced the original Terms of Reference for the PPG and made some changes. A copy has been distributed to the group. Members have been asked if they can review this and bring comments back to the next meeting. Bob would like to link together with other local PPG groups.

Member attendance was discussed with regard to the original ToR. It was noted that the ToR stated that any member who had not attended three meetings without giving apologies would be deemed to have resigned.

A discussion was held also, with regard to trying to gain insight from a wider demographic of patient. Although Bob was not keen on a Virtual PPG meeting, he recognised that it may be a useful tool to gain input from other patient demographics.

Meeting dates and times for the rest of the year were agreed. Glynnis informed the group that the aim was to have partners attend the meetings on a rotating basis.

Bob requested that the standing item "New developments in the Practice", be added to the agenda. This is an opportunity to discuss anything happening at the practice and how the PPG can assist with this.

Bob asked the group how we can get and collect feedback from patients. Glynnis informed the group of the Friends and Family feedback that the practice collects on an ongoing basis. These are questionnaires given to patients after having a contact with the practice. The feedback creates a quality metric that is designed to help practice improvement.

Rosemary asked about the suggestion box that is located in the waiting room. This isn't being used currently. Bob suggested that a PPG board be located in the Lower Leatside Building once it is up and running fully. The old Clinton Road PPG board is in the building and can be utilised.

PPG Walking Group – next walk 9/6/23. Unfortunately no further details at the time of writing the minutes.

It was discussed that a contact for the walking group should be established. Glynnis suggested that a poster be created to put up in the practice to advertise the group and that it could also be advertised to patients through the Leatside Facebook Page.

Rosemary suggested that headers could be put on the PPG board to help attract attention whilst people are waiting in the waiting room.

The email address for the PPG was also discussed. The email address is leatsideppg@outlook.com

Leaflets/flyers were discussed. It was felt that a tri-fold PPG leaflet would be useful to help promote the PPG and why it's important for patients to become involved.

The meeting closed at 6.45pm

Action points from the previous meeting:

PPG member photos:

It was agreed that Bob will take photos of the PPG members for use on the website at the next meeting.

Clinician Post Noms:

Lee will ask Elaine about getting these added to the website.

Sign by Klinik Kiosk:

This was put up by Jane put the following morning

GP Iceberg:

These have been printed. Lee will add to the noticeboard

Leatside PPG Sign:

This is in progress. Iain has completed one sign, but wishes to create a better one.

Objectives of the PPG:

This has been added as a standing order item on the agenda

PPG Board – Meeting Dates:

Lee will add these each month

Complaints & Compliments Summary:

This has been added as a standing order item on the agenda

Action points:

1. Lee will ask if a member of the Health & Wellbeing team can attend the next PPG meeting
2. Lee will add the Iceberg poster to the PPG board
3. Lee will ask about the TV screen use in the waiting room.

4. Lee will speak with Elaine in order to get Post Noms on the website.
5. Lee to add an ongoing agenda item – New Developments in the Surgery
6. Lee will download the information after the PPG Seminar on the 6th of June and disseminate this to the rest of the group.

2023 Meeting Dates:

Tuesday	June 20 th	5.30pm
Wednesday	July 26 th	6pm
Thursday	August 31 st	5.30pm
Tuesday	September 26 th	6pm
Wednesday	October 25 th	5.30pm
Thursday	November 30 th	6pm
December	none	