

Leatside Health Centre Patient Participation Group

Minutes of meeting held

on Tuesday 28th May 2024

at Leatside Old Health Centre Building.

MEMBERS PRESENT

Robert Lamberton Chairman

Maggie Harris Treasurer

Angela Pearce

Rosemary Musgrave

Iain Norman

Amanda Norman

Len Cunningham

Sue Solway

HEALTH CENTRE REPRESENTATIVES PRESENT

Caroline Pugh Practice Manager

1. APOLOGIES

Apologies were received from Ruth Major and Carol Spencer PPG members and all the practice partners. Amanda Richards was not present so Rosemary Musgrave volunteered to take the minutes in her absence

2. MINUTES OF PREVIOUS MEETING

The minutes of the previous meeting on 29th March were agreed as an accurate report of the meeting and were signed by the Chairman.

3. ACTION POINTS REVIEW

The potential purchase of paediatric SATs probes..... Ongoing

The spare notice board has been placed in the old Health centre building.

The keys have been found for the suggestion box and it is in place.

The collated comments from St Piran's day have been sent to the committee

Iain has found contact details for Chacewater, St Agnes and Three Spires PPGs

Updating staff details on the surgery webpage.... Ongoing

There has been contact with the organisers of the Green Initiative and it's hoped that there will be a meeting soon.

Mental Health support number on both notice boards... Ongoing

4. CHAIRPERSON'S AND TREASURER'S REPORTS

Bob and Maggie delivered their reports, copies of which are attached to these minutes

5. ELECTION OF OFFICERS

Chairman Bob Lamberton

Proposed: Rosemary Musgrave. Seconded: Sue Solway. Unanimous.

Vice-Chairman Len Cunningham

Proposed: Bob Lamberton. Seconded: Maggie Harris. Unanimous

Treasurer Maggie Harris

Proposed: Len Cunningham. Seconded: Sue Solway Unanimous

Vice-Treasurer Vacant

Secretary Rosemary Musgrave

Proposed: Sue Solway. Seconded: Angela Pearce Unanimous

Vice-Secretary Iain Norman

Proposed: Maggie Harris. Seconded: Len Cunningham Unanimous

Social Media Sue Solway

Proposed: Rosemary Musgrave Seconded: Bob Lamberton. Unanimous

Committee Members

All other committee members, including absentees, were re-elected unopposed

6. WEBSITES AND SOCIAL MEDIA

It seems that the meeting minutes are not appearing on the surgery website. Caroline will ask Will to sort this out.

There is a dedicated area on the server where records are kept that is easily accessible for CQC visits. All the minutes of PPG meetings will be stored there, so paper copies will not be

needed by the surgery. Any promotional material, photos of events etc can be attached to the minutes and can also be available for CQC visits

Sue will now run our Facebook account, which at the moment is not up to date. Lee Collins, the previous administrator has now left the surgery. He will be contacted and asked to change the administration of the account into Sue's name. Once she has access to this, she can start to update the pages.

7. POINTS FROM THE TREASURER'S REPORT

Obtaining the Sum Up card machine is still in hand

It was decided to set aside a raffle fund of £15. This would be used to buy seasonal prizes such as plants to augment any donations to the raffle. Rosemary and Angie will use this to buy prizes for the Murdoch day event, keeping all receipts.

Caroline suggested that prior to an event, raffle tickets could be offered to surgery staff. Although we can only sell tickets to the general public on the day of the draw, the PPG is part of the surgery and tickets can legally be sold in this way to surgery staff. It was agreed that this was a good idea.

8. MURDOCH DAY

Maggie said that stall space has been booked for the PPG on Murdoch day, June 15th.

Unfortunately, there were no indoor pitches, and the stall will be on Fore Street.

A gazebo, table and chairs have been organised. Set -up is from 8.30 and the event runs from 10.00am to 3.00pm

It was agreed that footfall on the street might be higher than if indoors and that all day cover would be needed by PPG members.

Members will contact Bob with their availability and he will organise a rota

It's hoped that by using the same format this event will be as successful as St Piran's day. We plan to run a similar stall at the Pasty festival in September and also at the Christmas market

9. ADDRESS BY LEN CUNNINGHAM

Len used to work for the CQC and had dealings with a surgery in the West Midlands before PPGs had been started. The doctors were concerned that many Asian ladies were not attending the Well Woman clinics. There were language and cultural barriers The practice

staff engaged with any relatives visiting the surgery, which enabled a picture of the problem to form- grandchildren were a big help!

A large group including multicultural groups, members of the community patients and practice staff was formed to engage with the GPs and pass on information between the surgery and the community. The surgery could then change its working practice to answer this need

This was basically a fledgling PPG and demonstrates how a PPG can really make a difference.

The problems in Redruth however are. socio-economic as well as needing to help an increasing number of Eastern European residents whose previous healthcare was very different to the NHS. It is probably more complex than that in the West Midlands.

Len's address prompted an interesting and intriguing discussion which has shown many areas for further discussion

10. THE WAY FORWARD

It was agreed that to move forward, the PPG has to have frank discussions with Caroline and the partners to explore how we can help them and identify the problems within the surgery.

Caroline agreed that this would be debated at the next partners meeting and that two partners would come to the next meeting to discuss the way forward with us.

Caroline said that vaccination uptake was one big problem at Leatside, as well as how to change the mindset of patients post-Covid

We asked her what she would like us to do on Murdoch Day and she asked us to promote the online services, share positive feedback, promote the MMR vaccine, and stress that patients don't all need to see a GP, there are many other professionals available who might be more appropriate for their condition.

She also asked us to stress the "press 8 for callback" message

11. STAFF CHANGES

There has been one change in clinical staff since the last meeting.

Lee Collins has left the nursing team and has been replaced by Isobel Davies

12. DATES OF NEXT MEETINGS

Tuesday 16th July at 6.00pm in the main hall of the old health clinic

Thursday 19th September at 6.00pm in the main hall of the old health clinic

The meetings are now every 2 months but it was agreed that informal meetings could be held at any time if needed

Angie gave her apologies for the next meeting

The meeting closed at 8.20pm

ACTION POINTS

Once the paediatric SATs probes have been purchased, a photo and report should be put on each notice board

The Mental Health support number to be put on both notice boards

Iain to contact Chacewater, St Agnes and Three Spires PPGs for ideas

Caroline to update clinical staff details on the surgery webpage

Caroline to ask Will to update the surgery Facebook page to share reports of PPG events and also to make sure that PPG minutes appear on the surgery website and are stored on the server for CQC visits

Maggie to continue researching the SUM-UP machine

Sue to take over administration of the Facebook account Leatside Health Centre Patient Participation Group

AGM Chairpersons report Wednesday 28th May 2024 at Leatside Health Centre

Firstly, just a reminder of how far we have come, in that the initial group that first met in 2022 and worked in many different ways but mostly to create an agreement which would be binding and meet the criteria required by the QCA. In September 2023 we signed that agreement with the practice, formalizing work already undertaken in the interim period. We have nurtured public engagement by undertaking the management of vaccination sessions on three occasions, ensuring efficient patient flow and whilst doing so providing a variety of refreshments and raffle items which were well received. The sessions also provided an opportunity to engage with patients and recruit new members to the group and seek opinions as to the perception of the practice. As a result, we now have 16 members of the group from a variety of backgrounds. We also provided a stall at St Pirans day with a "Wonder Wall" and plan to have a presence at Murdock day on 15th June and Pasty day on 21st September. Plans are in place for the 30th November for the market and switching on of the lights. We look forwards to the next round of vaccination sessions in the Autumn. We have established a book sales point in the surgery in the waiting room which is also quite buoyant, the group also facilitates a walking group "The Easy Strollers" which includes patients and staff, and meets on the second week of every month and enjoys different routes and levels of difficulty and has created an opportunity to discuss matters and give an understanding of the problems, and to explore solutions to the issues encountered by medical practice, as it appears. LPPG promotional material is advertised on the PPG board in the surgery waiting room. Our achievements are a start to engaging with the practice and patients but we are under no illusion as to the task which lie ahead and begin to focus on real issues identified by the practice. Ideally, we would like to engage more with the patients at every opportunity and build closer ties with the practice staff to build a joint and cohesive approach which makes a positive difference to how medical and preventive medical services are delivered to the patients of Leatside Health Centre in Redruth

LEATSIDE PPG TREASURER'S ANNUAL REPORT 2023/24

Good evening, everyone. Since September 2023, Leatside PPG has raised £829.81 to date.

All monies have been raised from vaccination days, the St Piran's Day raffle and surgery book sales.

Imminent purchases are paediatric pulse oximeter saturation probes, and a SUM-UP machine, the wireless card reader for online purchases and donations.

Our next fundraising initiative will be a stall on Murdoch Day in Redruth town centre, June 15th 2024. There will be a raffle, as well as additionally speaking with patients about accessing surgery services, and getting patient feedback.
Thank you