

## **Leatside Health Centre Patient Participation Group**

Minutes of meeting held

on Tuesday 16<sup>th</sup> July 2024

at Leatside Old Health Centre Building.

### **MEMBERS PRESENT**

Robert Lamberton                      Chairman

Maggie Harris                          Treasurer

Rosemary Musgrave                  Secretary

Angela Pearce

Iain Norman

Amanda Norman

Dika Jewell

Kippy Jewell

### **HEALTH CENTRE REPRESENTATIVES PRESENT**

Caroline Pugh                          Practice Manager

### **INVITED SPEAKER**

Spencer Wimbleton

### **1. APOLOGIES**

Apologies were received from Ruth Major and Sue Solway PPG members and all the practice partners.

### **2. MINUTES OF PREVIOUS MEETING**

The minutes of the previous meeting on 29<sup>th</sup> 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.* The nurses have chosen a probe that is suitable. It was agreed that Caroline will order one, or two, of these depending on need and price.

*Mental Health support numbers.* This has not been done

*Contacting other PPGs* This is still ongoing. Iain has found contact details for the Chacewater, St Agnes and Three Spires PPGs. He intends to contact them all to look at common ideas and best practice. He will also contact Carnon Downs surgery. Spencer pointed out that Volunteer Cornwall might be able to help with contact details

*Updating staff details on the surgery webpage.* This has not been done yet

*Updating the surgery Facebook page.* This has been done

*Research into SUM-UP machine.* The need for a machine was discussed again. The necessary outlay would mean less money available for surgery equipment. Most fundraising happens at the vaccination coffee mornings and Caroline told us that in these instances the surgery machine could be used. Any money collected on a Saturday could be kept separate from the surgery account since the surgery is officially closed at the weekend. It was decided to accept this offer.

*The PPG Facebook account* Sue was not present at the meeting. This action point will be carried forward to the next meeting

### **4. THE TREASURER'S REPORT**

£103 was raised at the Murdoch day event

Book sales are still going well in the surgery. It was decided to put a second bookcase in the Old Health Centre.

Account balance is £933.18

### **5. CARERS DRAFT PROPOSAL**

Caroline would like someone from the PPG to become an "advocate for carers"

The aim is to promote the new register of carers that is being set up by the surgery (explained at a previous meeting) The advocate could explain the purpose of the register, and explain that the carers do not need to be patients of the surgery themselves to be on the register. The vaccination day coffee mornings will be a good chance to talk to people about this.

It was agreed that if anyone was interested in becoming this advocate they should speak to Bob, then someone can be nominated.

## **6. ADDRESS BY SPENCER WIMBLETON. DIABETES UK**

Spencer gave a really interesting talk, describing his work as a volunteer for Diabetes UK.

He started his talk with 2 facts:

Cornwall has the highest rate of amputations due to diabetes in the country.

There has been a 46% rise in diabetes in people under 40.

Spencer gives hours of his time showing people how they can take control of their diabetes diagnosis and move forward to better health. As a type 2 diabetic himself he shares information and tips in a self- help group setting with help and input from social prescribers. He finds that away from a clinical setting, in a safe meeting space, people can be open and honest about their feelings and fears and come to terms with their disease, moving forward to a healthier lifestyle and better glycaemic control.

At the end of his talk Spencer was asked if he would come to a vaccination day coffee morning in October with some of his information to promote the work of Diabetes UK. He agreed to try to do this

## **7. COMPLAINTS REPORT**

Caroline reported that there had been 4 complaints. 2 have been resolved, 1 is in abeyance and 1 was not upheld

## **8. DNA REPORT**

Caroline told us that she is working with Richard from the Primary Care Network (PCN) to give monthly detailed reports of patients not attending their appointments. The aim is to see if there is a pattern to this massive problem and hopefully compare Leatside's data with that of Veor surgery (from the same PCN) to see if the pattern is the same for 2 different practices

She demonstrated the scale of the problem with examples:

In May 2024 135 hours of appointments were not attended. That is 18 full working days or 8071 minutes!

In May 2023 the figure was lower, but still a staggering 92 hours

These figures cover the whole practice but Caroline is hoping to get a full breakdown of the numbers in the new monthly reports.

## **9. VACCINATIONS**

The RSV is a new vaccine being offered this autumn to all patients aged 75 – 79 and pregnant women 18 – 36 weeks into pregnancy. This will be given in normal surgery hours

The first flu/covid clinic of the season will be Saturday 5<sup>th</sup> October. Further clinics have yet to be confirmed.

#### **10. G P FUNDING**

had risen from £104 to £107 a rise of 2% which amounted to a 40k increase in funding contribution. Wage increases totalled 5.6%, which consumed most of the increase, but for staff salaries to be the same as they were 5 years ago it would require an 11.8% increase, hence the redundancies in staff and services. Industrial action looks imminent.

#### **11. COMMUNICATIONS**

The closure of the Chemist means that a space is available to be utilised on the surgery site away from NHS Property Services which requires a lot of investment and an affordable realistic rental sum in order for the practice to operate. Options being explored are obtaining space for the administration team, locally away from the practice, but near at hand. Some venues identified as possibilities are The Job Centre and the Tax Office, Other options continue to be explored.

Leatside Practice did well with the Integrated Care Board as per our last CQC inspection.

Lee Collings has the same email address, Carol will contact him

#### **12. ANY OTHER BUSINESS**

Next walk is the Flat Lode Seleggan Smelting Works on 19<sup>th</sup> July at 10am all welcome.

Next meeting on the 19<sup>th</sup> September 2024 at 6pm

Pasty festival on the 21<sup>st</sup> September.

Dates for walks and meetings will be advertised in the Leatside Brochure available at both sites.

## **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 continue making contact with the Chacewater, St Agnes, Carnon Downs and Three Spires PPGs for ideas

Caroline to update clinical staff details on the surgery webpage

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

Appointment of an "advocate or carers"

A bookcase or shelves to be put into the old health centre building

Carol to contact Lee Collings

Maggie to arrange the site bookings for the Pasty festival in September