

# **Leatside Health Centre Patient Participation Group**

## **Minutes of meeting held on Tuesday 19<sup>th</sup> November 2024 at Leatside Old Health Centre Building.**

### **MEMBERS PRESENT**

Robert Lamberton	Chairman
Maggie Harris	Treasurer
Rosemary Musgrave	Secretary
Angela Pearce	
Iain Norman	
Amanda Norman	
Ruth Major	
Len Cunningham	
Sue Solway	

### **HEALTH CENTRE REPRESENTATIVES PRESENT**

Caroline Pugh	Practice Manager
Tamsin Craze	GP Partner

### **1. APOLOGIES**

Carol Spencer

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

The minutes of the previous meeting on 19<sup>th</sup> September were agreed as an accurate report of the meeting and were signed by the Chairman.

### **3. ACTION POINTS REVIEW**

*Photographs of handover of the paediatric probe:* Photographs have been taken and they will be put on the notice board and on the relevant Facebook pages.

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

*Contacting other PPGs:* This is still ongoing.

*Appointment of Carer Champion and Veteran Champion.* This was an agenda topic in the meeting.

*Print and display posters displaying DNA numbers and the impact on the surgery. Stressing the need to cancel and how to do it.* This has been done. Posters were also on display during the vaccination day and pasty festival events

*Print and display posters asking people to use the ring-back service.* This has been done. Posters were on display at the vaccination day and pasty festival events, and PPG members talked to patients at these events to check their understanding and knowledge of the service

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

The Pasty Festival raised £93.50

The 3 vaccination days raised £465.31

Tamsin told us that a grateful patient had bequeathed £500 to the surgery in their will. This money will go to the PPG. The relatives have asked to be told what the money was spent on

Account balance is approximately £1,200

We asked Caroline and Tamsin to decide what they would like us to purchase for them

### **5. COMPLAINTS REPORT**

Caroline reported that there had been only 1 complaint which had not been upheld. She said that this was very pleasing

### **6. THE CHRISTMAS LIGHTS EVENT**

The PPG will have a stall, although the location isn't known yet.

It seems that our stall is becoming known at Redruth events, and people are actively seeking out the stall.

A rota was decided for the event. Rosemary and Sue gave their apologies for being unable to help

The raffle will be for Christmas hampers, which Sue will make. £20 was given to Angela for hamper items.

Rosemary Horne, an artist and a Leatside patient, has very kindly donated paintings and books relating to her work to be sold at PPG events for £5 and £1 respectively. These sold well at the last vaccination day and, weather permitting, will be on display once more at this event.

After a later discussion in the meeting, it was decided to print copies of Christmas recipes from the Diabetes UK website and have them available on the stall

## **7. MAINTAINING CONFIDENTIALITY**

This point was raised by Ruth who was concerned that the way in which patient identity was confirmed was not consistent. Caroline stressed that all the reception staff are trained to confirm identity by asking for DOB, Christian name, and part of the address. The fact that someone was asked for their full name and address in an open area was an exception to the rule and a human error

## **8. COMMUNICATIONS UPDATE**

There is no date for the move from the old health centre yet, but hopefully it will be before Christmas. The surgery will still use a small, self-contained part of the building and the new rent is being negotiated, which is directly related to the area dimensions being used by the surgery. It is expected to be only one third of the present rent.

Caroline explained the financial situation for next year:-

The government does not recognise surgeries as part of the NHS, they are considered to be private providers and as such they aren't entitled to any NHS subsidies or salary uplift. This will cause real problem post April 2025 when surgery costs are predicted to rise by £42,000 due to the new NI contributions and £32,000 due to the increased minimum wage. This is equivalent to the salaries of three full-time administrative staff. It's sincerely hoped that something will happen at government level before then to ease the situation.

Caroline and Tamsin both thanked the PPG for their help on the vaccination days. The days ran smoothly and the surgery had many positive comments about the days and the PPG involvement

## **9. THE WALKING GROUP AND WHATTSAPP**

The Whatsapp group for the walkers needs updating. Some walkers are not included in the group and some members of the group no longer take part. Caroline made Maggie an administrator of the group. She can now contact members to see if they still want to be included and also add any new walkers to the Whatsapp group.

## **10. VOLUNTEERS FOR CHAMPION CARERS AND VETERANS**

There has been some interest for the veteran champion post:

Two people have approached PPG members. It was felt that we needed more information to pass on to anyone that is interested. Caroline told us that Moira is dealing with this and that we should signpost people to her.

Ruth told us that there is a veterans' group that meets in Redruth library each month and she will try to go to one of these.

Caroline said that the surgery might also know of someone who wants to be involved.

The search for a Carers' champion is being opened up to the PCN (Primary Care Network). It's hoped that this will raise more interest.

## **11. ANY OTHER BUSINESS**

### **Cornwall Network for change**

This is based at The Elms and was set up to improve health and wellbeing in deprived areas, reduce health inequalities and take pressure off the surgeries. 15 health and wellbeing workers have been employed in this area to talk to people in a non-medical setting and explore their problems. It's hoped that they will be able to discuss the reasons for appointment non-attendance, unwillingness for vaccinations, and other problems. In some cases the problems are just practical and can be solved. Tamsin told us that they are already having a positive impact and in time this might have an impact on the DNA numbers and improve the vaccination rates and preventative care. They might also be able to help in the compilation of the carers register and even find a Carers' Champion.

### **Improving diabetic awareness and patient education**

Spencer spoke once more of the high rate of type 2 diabetes in the area and the need to increase patient education and enable sufferers to have frank discussions about the impact of the disease on their lives and how to manage dietary restrictions, medications etc.

We discussed how the PPG could help. It was decided to print off some Christmas recipes from the Diabetes UK website and have them available at the Christmas light event.

Would it be possible to form links with the rugby club to publicise diabetes?

Could we help Leatside to become more proactive in this? It was decided to invite the Diabetes Practice Nurse to come to the next meeting to discuss the links between the surgery and the general public and also patient education. She might be able to tell us if and how we could help her and the practice

## **12. DATES OF FUTURE MEETINGS**

Thursday 23<sup>rd</sup> January at 6pm.

Tuesday 18<sup>th</sup> March at 6pm

In the Main Building unless we are told otherwise

## **ACTION POINTS**

1. Put the mental health support number on the notice board
2. Contact with other PPGs by Iain
3. Caroline to tell us what equipment the surgery would like us to donate
4. Bob to liaise with Caroline and update the PPG leaflet to include DNA figures
5. Invite the Diabetes Practice Nurse to attend the next meeting

**MEETING CLOSED AT 20.00**

