

Leatside Health Centre Patient Participation Group

Minutes of AGM held
on Tuesday 17th June 2025
at Leatside Health Centre

MEMBERS PRESENT

Robert Lamberton	Chairman
Angela Pearce	
Rosemary Musgrave	
Iain Norman	
Amanda Norman	
Kay Gillow	
Ruth Major	
Sue Solway	

HEALTH CENTRE REPRESENTATIVES PRESENT

Caroline Pugh	Practice Manager
Glynnis Turner	Partner

1. APOLOGIES

Apologies were received from Len Cunningham, Maggie Harris, Spencer Wimbleton, Dika Jewell, Kippy Jewell.

Carol Spencer has resigned from the group because she has left the area

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

Contact with other PPGs by Iain – Invite a St Agnes PPG representative to a future meeting and vice versa – Iain and Bob have been invited to the next meeting at St Agnes on 16th July. They will give feedback at the next meeting.

Caroline to tell us what equipment the surgery would like us to donate and tell the family who bequeathed money on behalf of relative what it has been spent on – Caroline told us that the practice would really appreciate hypoallergenic pillows with covers that can be wiped down. 22 will be needed in total. She will look into suppliers and cost

Bob to liaise with Caroline and update the PPG leaflet to include DNA figures- This has been done

Invite a Redruth Memory café representative to come to a meeting and provide a poster to put on the notice board. Maggie was absent so could not tell us if she had contacted Sue Phillips again, but Rosemary had been in contact with Alison Waters, the Memory Café website contact. She has emailed posters advertising the café and meeting dates (2nd and 4th Wednesday of the month 1.30 to 3.30) and also showing the events programme for 2025. Copies of these posters will be put on the notice board. Caroline asked Rosemary to email copies to Will Kevern so that he can advertise the Memory Café on the surgery Facebook page

Maggie to check that all members of the walking group thread want to stay included. Maggie was absent so this is still ongoing

Discussion with Caroline about the possibility and benefit of having information stands, promoting health and wellbeing, available on the vaccination days. It was agreed that this was a good idea in principle, although there might not be as many “vaccination days” this year for financial reasons. This needs more discussion

Sue and Caroline try to sort out the Facebook page administration. This continues to be a problem. Sue can add and delete items on the Facebook page but so can anyone else! It isn't secure. Rosemary will ask Will to contact Sue when she e-mails him about the Memory Café posters

Caroline to discuss with Will the possibility of amending Klinik to include a “What are your expectations” box at the end- This cannot be done at surgery level, it must be done by the Klinik administrators. Shelly Johnson, the Klinik accounts manager has been contacted.

Bob to contact Caroline to see if there has been any progress in the recruitment of Veterans' and Carers' champions – No progress

4. CHAIRPERSON'S AND TREASURER'S REPORTS

Bob delivered his report. He was given a round of applause by the other members to show their appreciation of his hard work.

Rosemary read Maggie's report in her absence

Copies of both reports are attached to these minutes

5. ELECTION OF OFFICERS

ALL OFFICERS WERE RE-ELECTED UNOPPOSED.

Ruth proposed a vote of thanks to all the officers. This was seconded by Angie

Chairman Bob Lamberton
Vice-Chairman Len Cunningham
Treasurer Maggie Harris
Vice-Treasurer Vacant
Secretary Rosemary Musgrave
Vice-Secretary Iain Norman
Social Media Sue Solway
Committee Members

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

6. FUTURE DIRECTION AND PRIORITIES FOR THE COMING YEAR

Caroline and Glynnis were asked how we could continue to support the practice in the forthcoming year and what should be our priorities.

It was agreed that we should continue to build on what we have done over the last year.

i.e. promoting the dial 8 for ring back and publicising the DNA figures and the impact that non- attendance has on the whole practice. Our stall at Redruth event days has been hugely successful, not just in terms of the money raised, but also the poster displays and in the conversations that we've been able to have with Leatside patients. There are 2 more events in 2025 and more planned in 2026, plus any vaccination days. These will all give us a chance to promote the surgery as a whole, the ring back system and the problem of DNAs.

It was agreed that the surgery walks should be advertised on bigger posters, stressing that these walks really are suitable for anyone and are a friendly social event.

It was agreed that there needs to be a change in patients' perception of the specialist practitioners that are available at the health centre. A significant percentage of patients still think that only doctors can be specialist practitioners. This is far from the truth, and Glynnis told us how proud the surgery is of their practitioners particularly Ben, their cardiac practitioner, and their physiotherapist. The PPG will do its best to help to promote their roles and expertise whenever possible and Iain will design a poster for the board. It was also agreed that it would be good if the specialist practitioners could tell us about their work.

7. COMMUNICATIONS UPDATE

Caroline told us that 2 new HCAs were starting at the practice within the next few weeks

There has been no decision on vaccination days yet. The cost of the vaccines has increased and the cost of staffing is high and so the most cost- effective way to vaccinate must be found. We told Caroline that the PPG would help in whatever way was needed.

8. ANY OTHER BUSINESS

Caroline and Glynnis explained the reasons behind delays in test results and messages from hospital appointments etc getting to the patient.

Primary care (health centres) and Secondary care (hospital) are not on the same system. As a result, any tests initiated by secondary care will be sent back to the consultant for review before arriving at the health centre. This can take some time and can be frustrating for the patient, but it is not the responsibility of the practice.

9. DATE OF NEXT MEETING

Tuesday 12th August at 6pm

Meeting closed at 19.15

ACTION POINTS

1. Contact with other PPGs by Iain- Feedback by Bob and Iain on their visit to St Agnes
2. Caroline to tell us the results of her search for pillows and wipe down covers (and tell the family who bequeathed money on behalf of relative when the money has been spent) -
3. Rosemary to contact Will and ask him to put the posters on the surgery website. Put the posters on the notice board. Maggie will try to contact Sue Phillips again to invite a representative of the Memory café to come to talk to us
4. Maggie to check that all members of the walking group thread want to stay included
5. Discussion with Caroline about the possibility and benefit of having information stands, promoting health and wellbeing, available on the vaccination days.
6. Rosemary to give Will Sue's email address so that he can liaise with her to sort out the Facebook page. Add to the Facebook content to include asking for donations for raffle and promotion of the walking group including pictures of previous walks
7. Any progress in the recruitment of Veterans' and Carers' champions?

AGM Chairpersons report 17th June 2025

It's now over a year since our last AGM, how time flies. This year we changed the frequency of our meetings to every two months, to which we appear to have adapted to with ease.

It has been a relatively quiet year so far as we progress and learn from our past experiences and develop new ideas to raise the profile of the good works achieved by the practice and dispel the negatives displayed. The DNA figures, the complaints received and resolved, the ring back service. These provided us with the ammunition to challenge these negative perceptions and explain to the patients how things could improve with behavioural changes. It was a pleasure to witness the enthusiasm with which the team tackled these perceptions, head on.

The Leatside Patient Group donated some paediatric SATs probes and took a photo of the doctors with the equipment and displayed it in the surgery waiting area,

Our presence was mainly at vaccination events in the surgery, and town celebration events which we have been somewhat effective in raising the awareness of the issues affecting the patient perception of the services provided to them. We look forward to having involvement of the vaccination programmes, but we are well aware of the financial implications and cost effectiveness implications of delivery.

Since the last AGM we have secured a presence in the centre of town, namely a stall in the "Butter Market" at the following events; -

St Pirans Day, Murdock Day, and in 2024 the Pasty festival and the Christmas lights switch on.

These events have proved financially lucrative, demonstrating tremendous support from the townsfolk of Redruth, the treasurer's report will verify these results, but a special mention needs to go to our local artist, Rosemary Horne, who donated much of her artwork and books to the surgery in order to raise money for the benefit of Leatside patients. The books and artwork proved very popular. This year also saw the illuminated "Eric" a big hit at vaccination days and on the stall, a big draw to our display. All this combined with our usual raffles, donations and our book sales have provided us with a tidy sum to purchase further items or services that will improve the patient experience or further equipment needs in the

surgery.

Since our last AGM we can report that the pharmacy has been converted into office space, achieved on time and below budget, maybe we could assist HS2?

On a more serious note, we must monitor the closures of pharmacies locally and the effect it could have on prescribing.

I hope we will be involved with the next vaccination sessions as it provides us with direct contact and enables us to ascertain quality feedback and enhance the perception of the surgery to patients. Also, we have made contact with St Agnes Patient Participation Group and will attend their meeting in July in the hope of cross fertilisation of ideas and practices.

Overall, a good year with fewer complaints, quickly resolved, and we will continue to monitor the levels of DNA over the coming year and promote strategies in attempt to reduce these lost hours.

My thanks to all the partners, staff and members of LPPG including those who have left and moved away and those who have joined us. Thank you all for your continued support and your input throughout the year and I thank you all personally for the trust you have placed in me as your chairperson.

AGM Treasurers Report 17th June 2025

Apologies for my absence – a pre booked holiday before the change of AGM date.

The current account balance is healthy £1931.87

Income this year has come from:

£726.94 Redruth Market stalls

£274.81 Book sales

£465.31 Vaccination Days

£500.00 Donation from a grateful patient

These numbers are somewhat skewed by the sale of the generous gift of books and paintings from Rosemary Horne.

These have proved tremendously popular.

One purchase of a paediatric pulse oximeter was made by the surgery £810

Whilst the purpose of our PPG is not just fundraising, many patients and staff are keen to support the surgery via market stalls, book sales and vaccination coffee mornings and enjoy seeing a tangible benefit made to the surgery by their contribution.

At these events patients ask questions, pass comment, and gain current information about the surgery/NHS changes.

Feedback from patients on these occasions has been largely positive.

As of Murdoch Day, June 2025 Redruth Town Council are charging £15:00 per event/stall. We have paid for this from the