

Leatside Health Centre Patient Participation Group

Minutes of meeting held on Tuesday 23rd January 2025 at Leatside Old Health Centre Building.

MEMBERS PRESENT

Robert Lamberton	Chairman
Maggie Harris	Treasurer
Rosemary Musgrave	Secretary
Angela Pearce	
Iain Norman	
Dika Jewell	
Kippy Jewell	
Len Cunningham	
Sue Solway	
Spencer Wimbleton	

HEALTH CENTRE REPRESENTATIVES PRESENT

Caroline Pugh	Practice Manager
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1. APOLOGIES

Amanda Norman
Ruth Major

2. MINUTES OF PREVIOUS MEETING

The minutes of the previous meeting on 19th September were agreed as an accurate report of the meeting and were signed by the Chairman. (proposed by Maggie and seconded by Iain)

ACTION POINTS REVIEW

Mental Health support numbers: This has been done

Contacting other PPGs: This is still ongoing. The St Agnes PPG meets quarterly. Iain will invite a representative to our next meeting and ask if one of us can attend their meeting. No contact with other PPGs yet

Caroline to tell us what equipment the surgery would like us to donate: We will tell Caroline at this meeting how much money is available and she will discuss with her colleagues where the money is needed most.

Bob to liaise with Caroline and update the PPG leaflet to include DNA figure:. This has not been done yet, due to family pressures

Invite the Diabetes Practice Nurse to attend the next meeting. Caroline does not think this will be possible.

3. THE TREASURER'S REPORT

The Christmas market stall raised over £200.

The account balance is £1526.30 and £60 has been raised by the sale of Rosemary Horne's paintings

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

4. COMPLAINTS REPORT

There have been 4 complaints. 2 have been resolved and one is ongoing. There are 16,785 registered with the surgery so these results are very pleasing

The Friends and Family feedback report has been published and will be shared with us. The results are very positive

5. DEMENTIA AND THE SURGERY'S ROLE

It was felt that this is a really big issue and, as a group we don't know enough about what help is available to patient and carers on diagnosis of dementia.

Caroline told us that there is a rigid protocol for initial diagnosis at the surgery. The surgery staff have regular training sessions on dementia, the last one being December 2024. On diagnosis, patients are referred to the Cober dementia team where a dementia practitioner takes over their care and provides information etc.

There is a Memory Café in Redruth based in the Community Centre. It was agreed that we should invite a representative to come to talk to us about their work. Maggie will contact the

treasurer to organise this. We will put a poster to advertise the cafe (either provided by the Memory Café or made by us) on the notice board

6. ST PIRAN'S DAY STALL AND FUTURE DATES

It was agreed to run a stall on the St Piran's day event on 1st March. This will follow the same format which has been very successful previously. Bob will send round rota requests nearer the time. It was agreed to have an informal meeting at Bob's house on 25th February to finalise arrangements

Dates for Future community events are:

Redruth Fun Day 30th August

Redruth Pasty Festival 20th September

Redruth in Lights 29th November

7. COMMUNICATIONS UPDATE

The transfer of administration offices to the old Boots unit is going well. Refurbishment is nearly complete but the surgery is still waiting for some funding confirmation.

The old Health Clinic situation has still not been resolved. Mid- February is the new target date.

There are 2 new nurses: Chloe Powell, who is new to general practice, and Glenn Friend who sadly will be reducing hours to just one day per week from April.

Saruna Jodkuaskit rejoined the surgery team but is sadly leaving once more, she intends to remain employed on a zero hours contract.

Jess Simpson, a salaried GP, is going on maternity leave and Debbie Bugg is having shoulder surgery and will be absent for 6 -12 weeks.

Caroline told us the severe difficulty in recruiting GPs and/or locum GPs to cover Jess and Debbie's absences. It will be even harder to manage waiting times

8. THE WALKING GROUP AND WHATTSAPP

The Whattsapp group for the walkers needs updating. Maggie will add Kippy and Dipik and contact members to see if they still want to be included

9. VOLUNTEERS FOR CHAMPION CARERS AND VETERANS

The search for volunteers is ongoing. Maggie has passed on details to Moira of the two

people who showed interest in the veteran's post. A meeting with Moira unfortunately was cancelled and will be rescheduled in due course

The search for a Carers' champion has been opened up to the PCN (Primary Care Network) but there has been no interest so far

10. NHS10 AND WINTER WELLBEING EVENT

Bob told us of information that had been sent to him regarding an NHS 10 -year plan engagement event and also Winter of Wellbeing events in Cornwall.

He will forward all the information to the PPG members.

The Winter of Wellbeing events are taking place throughout Cornwall during late January and early February. We agreed to put a poster on the notice board. The Redruth event is Tuesday 4th February and it's hoped that some PPG members might be able to attend. Rosemary gave her apologies since she is on holiday that week.

There are various NHS 10- year plan engagement events, online and in person workshops and an online local survey. Full details are in the information that is to be forwarded.

It's hoped that some of these will be attended or completed and feedback can be given at the next meeting

11. ANY OTHER BUSINESS

The PPG Facebook page

This is present but Sue is still having problems as administrator since a hacking incident on her personal account some months ago. Caroline said that she would see if her IT man could help

Healthwatch National Survey

This survey took place at Leatside. The survey team spent a day in the surgery. They had a 20minute discussion with Caroline and then sat in the waiting room talking to patients.

The feedback was shared with the surgery. Some of the complaints, such as the car park facilities and steep path to the surgery buildings, were out of everybody's control.

One point was raised which Caroline asked for our help with, namely how to send appointment reminders to patients with no mobile phone or internet facility, to improve the DNA numbers Unfortunately, no new solutions were found. Appointment cards are already issued when an appointment is made in person and keeping the contact details of another mobile phone holder as a representative is not practicable.

Caroline stressed the importance of patient awareness of the dial 8 ring back service. She thanked us for our help in promoting this at our events. In fact, most patients are aware of the service now and use it.

She also said that those without mobile phones or the internet form only a small proportion of the DNAs

Improving diabetic awareness and patient education update

Spencer said that sadly he had lost his sessions at Tesco Extra in Pool due to lack of numbers, but he is hoping to expand his information service to Camborne church using Volunteer Cornwall.

His group in Penzance continues to do really well.

No progress has been made in creating links with Redruth rugby club

12. DATES OF FUTURE MEETINGS

Tuesday 18th March at 6pm

In the Main Building unless we are told otherwise

Caroline gave her apologies for this meeting but said that she would arrange for someone else to attend.

MEETING CLOSED AT 20.05

ACTION POINTS

1. Contact with other PPGs by Iain – Invite a St Agnes PPG representative to a future meeting and vice versa
2. Send a letter of thanks to Rosemary Horne, telling her how much her paintings have raised to date
3. 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
4. Bob to liaise with Caroline and update the PPG leaflet to include DNA figures
5. Invite a Redruth Memory café representative to come to a meeting and provide a poster to put on the notice board
6. Maggie to add Dipik and Kippy to the Whattsapp walking group thread and to check that all other members of the thread want to stay included
7. Bob to send a copy of the Feedback report to PPG members
8. Bob to send details of the NHS 10-year plan engagement and Winter of Wellbeing events The PPG should be represented at these events and provide feedback at the next meeting
9. Sue and Caroline try to sort out the Facebook page administration

