

## ROSEDEAN HOUSE SURGERY PATIENT PARTICIPATION GROUP

**MINUTES OF MEETING HELD ON 2<sup>nd</sup> August 2022 at the Eliot Hotel, Liskeard**

**Present: 15 Members, Liz Delbridge, Practice Manager and Toni Graves, Deputy Practice Manager.**

**Apologies:** 5 members

Liz began by welcoming everyone to the meeting, particularly new member JW. Names of those that could not attend were taken. It was good to see so many members attending today.

### MINUTES FROM LAST MEETING

These were approved.

### MATTERS ARISING

**Greener Primary Care:** Superdrug will accept the silver foil strips that usually contain tablets if it can be confirmed that they are empty and devoid of any medication.

**Covid Vaccination Boosters:** Phase 5 of the vaccination programme starts again in the Autumn. The vaccine will be Moderna and not Pfizer. The programme will be led by our Primary Care Network and co-administered Covid/Flu clinics will be held at the Millenium Centre, Pensilva with some clinics at local surgeries where possible. Patients will be invited by their Practice to book appointments.

**Representation on PPG Umbrella Group:** One of our PPG members, JW, has kindly come forward and will take on this role. The Umbrella Group meet monthly virtually via Microsoft Teams. Thank you JW and we look forward to hearing your first report at our next PPG meeting.

### MENOPAUSE SERVICE

It is unfortunate but due to lack of funding, this service has been ceased. The Chief Medical Officer for Bia Care is overseeing the safe offboarding of all patients who have been seen by the Bia Care menopause doctor. Patients will be returned to the care of their East Cornwall GP.

### TARGETED LUNG HEALTH CHECKS

Due to problems with the mobile CT scanning unit, it will now be situated in Westbourne Car-park during Nov and December 2022. Local people in Cornwall are being invited to take up the offer of a free NHS lung health check. It is being offered to people aged 55 – 75 who are current or former smokers and at greater risk of lung cancer. Those eligible will be sent a letter to invite them for a Lung Health Check.

MW reported that the Liskeard Breathers group based in Liskerret Community Centre is currently under threat due to key leaders of the group suffering illness. Practices need to get involved and be more supportive. Liz said she would discuss this with the Partners and our respiratory nurses.

### EAR WAX REMOVAL REVIEW UPDATE

The decision of the last review is to proceed to a wider review of locally commissioned enhanced services before taking a commissioning decision. Work has just commenced to initiate this more extensive review and Practices will be informed. Currently ear wax removal is not part of General Medical Services provided by GPs. We have received posters to display in the Surgery and on our television screens which provides advice on how to treat and manage troublesome ear wax that does not require an intervention. A copy of the poster has been included with these minutes.

### **GP ONLINE SERVICES LEAFLET**

This was discussed at our last PPG meeting and a draft copy has been produced by our Practice staff and circulated to members today. Please can everyone review and come back to Liz or Toni with your feedback. We will rediscuss at our next meeting. CW suggested that we should add what types of phone equipment can access apps / LIVI / cameras.

### **MEDICATION DELIVERY SERVICE AND PATIENT CRITERIA**

During the Pandemic it was recognised that vulnerable, isolating patients struggled to collect their medication and Liskeard Young Farmers kindly offered their services and delivered medication. Following this, we decided to employ a medication delivery driver permanently. It is an extremely useful service not only for patients but for us as our driver acts as our “eyes and ears” who often is the only contact with a vulnerable patient and can alert staff to any patient concerns. This is a free service for patients and is funded entirely by the Practice. It is available to patients who are clinically vulnerable, have no transport and no-one who can collect their medication on their behalf. Due to rising fuel costs, we are currently reviewing our delivery service to patients to ensure that only eligible patients are receiving delivered medication.

It was suggested that delivery patients could have a re-ordering form with their medication that could be handed to the delivery driver. There should always been a prescription counterfoil with patient medication. Volunteer Cornwall did provide a delivery service for patients during the Pandemic, but this has now ceased.

Concerns were raised about Boots and that despite not ticking all medication on the counterfoil, Boots dispense all medication regardless which means potential wastage of unused medication. It was felt also that Liskeard Boots was not suitably equipped to dispense medication.

### **ECONSULTATION AND CHANGE OF SYSTEM BY PCN**

Our current system for patients to submit an eConsultation has some flaws and it has been agreed by the Primary Care Network that we need to change to a system called Accurx which is more patient friendly. Currently Practices are undergoing training before the system goes live.

### **PRESSURES ON GENERAL PRACTICE**

All Practices across our Primary Care Network are struggling with shortages of workforce and increased workload. Recruitment of GPs and nurses is a national issue which is why Rosedean Surgery has been keen to continue supporting training programmes for future GPs. Our Primary Care Network are working hard with member Practices to look at how current workforce can be supported with additional PCN staffing that is available.

### **AOB**

- **Television screen in waiting room** – would be helpful if names of Rosedean staff and their roles in the Practice could be displayed
- **NHS Cornwall and Isles of Scilly Patient survey** – Link to the survey Liz will send out separately via email <https://www.surveymonkey.co.uk/r/5DVX7RQ>

**DATE OF NEXT MEETING** – 4<sup>th</sup> October 2022 at 4 pm, The Eliot Hotel, Liskeard.