

Drs Nash & Uglow
Patient Participation Group Meeting

Tuesday 21st March 2017

Present: Helen Wood, Ang Goodman, Rachel Cubbison, Peter Rabson, Nick Lane, Sue Rabson

Apologies: Clare Ireland

Unable to attend: Philip Lessels

Sue thanked everybody for coming and explained that Graham Keat from the Healthy Weight project will join the meeting later to do a short talk.

At the last steering group meeting 6 options were presented, 3 of the options had been worked up, the other 3 are currently in progress.

Option 1 – 450 sq m extension to the existing building on Plot 1, only a small extension. Will not meet the needs of a Health Hub. Lift would be installed. No space for dentist, pharmacy, District Nurses or other services, or meeting rooms, just extra space for existing practices. PPG felt this is not adequate.

Option 2 - 550sq m extension to existing building, using Plot 1 and part of Plot 2 land. Includes dirty and clean store, only 1 treatment room (not adequate), no clinical group room, partial waiting room needs only, 1 interview room only. Dentist only needs 1 room, but 3 shown, may need a hygienist room as well. Dentist may not need separate reception as it will probably only be a part time service. Sue R feels there will be a need for more than a part time service, as the old dental practice in the town was full previously. No community space, no dispensary or store, not enough storage space for District Nurse equipment and stores. Lift would be installed. Option 2 was better provision, with some changes required. PPG felt this was not adequate.

Option 3 – uses Plots 2 and 3. The Cornwall Council will want control of all 3 plots anyway. There is more parking provision on this plan although detail is not seen on the plan. The total floor space is 800sqm. Ticks all the boxes, not sure re dentist, no hygienist room shown, but 3 rooms in total, so probably enough. Will cost dentist £60K to equip one room. Includes District Nurses space and store. The question of space for volunteers was raised as they will be a big part of healthcare going forward, cardiology rehab is presently at Altarnun Hall due to the high cost at the Leisure Centre. Lots of multi use rooms, flexible space. Everyone agreed the best option so far.

Timescale – 2 years to use NHS funding, steering group have decided to arrive at a costed plan by the end of June.

A Living Well co-ordinator has been appointed, Jenny Atkinson (manager for N Cornwall), and is currently recruiting volunteers. The Living Well project was mentioned about a year ago but there was no funding for a co-ordinator, so it was felt this is a step forward.

Everybody looked at the plans and the following feedback was made.

It was felt that a separate new building would be the best option, especially to facilitate ease of working for the two practices in the existing building.

Pharmacy is essential and will be helpful to patients, saving them having to walk down to Boots and negotiate the step into the building. A pharmacy would be run by an outside agency, not the practice, due to existing dispensing rules.

Parking – concern that not enough parking is available for extra patients visiting the Hub as well as additional staff. The present car park is often almost full, as it was today. It seems that some people leave their cars in the car park all day, and get a lift to work with somebody else, this is known to happen frequently.

Option 3 – the reception area looks to be a long way from the waiting area, not helpful as staff may be unable to see if a patient has collapsed, if there is an incident with a drunk patient, or a patient is in severe pain. It was also felt that the reception area needs a small area away from the main reception, where the patient can speak to the receptionist about a confidential matter, the interview room could be used, if free at the time. The plan looks as if reception is accessed via 2 doorways

Option 3 – Patient records store is on the first floor, will the floor need reinforcing to take the weight of at least 8 double size cabinets? When the architects came to look at the building, the possibility of A4 vertical filing was discussed, on movable racks, but this will still be very heavy. The NHS plan of being paperless by 2020 may help this problem, however, as it stands now, practices are not allowed to shred old records, even if the records have been scanned electronically onto the patient record.

Option 3 – no community space shown

Is there any provision in the plan for possible extension in the future as the town and the practices grow?

A query was raised as to whether if a lift is installed, whether there is provision for a safe room? This is a fireproof room where a wheelchair bound person can go with a carer, until they can be reached by the fire brigade. It affords about 20 minutes longer safe time than the rest of the building.

Sue R will feedback concerns to the steering group for further consideration.

Option 5 plans were viewed, however these are still in progress, as are Options 4 and 6.

Sustainability and Transformation Plans

Helen has attended various meetings on this subject. The plan concerns all NHS bodies, with a view to making huge savings, whilst there is absolutely no money left in the budget. Both Cornwall Council and the CCG are trying to look at ways of doubling up services in order to save costs. The report says that in this area 23% of people live within 15 minutes of an acute hospital and that 84% live within 15 minutes of a hospital or Minor Injury Unit. This is obviously not the case for North

Cornwall residents. Stratton and Launceston Hospitals are currently under threat, and Holsworthy Hospital will be closing temporarily. Pete said that last time he worked at Bodmin MIU, they thought it would become a walk in centre, but last week, they said that St Austell would probably be the walk in centre. The draft business proposal can be viewed online, public consultation will follow later this year. Recruitment and training remain issues. Helen feels that with Council elections coming up in May, we should all be putting pressure on prospective candidates to save our local services. Nick said that Cornwall and Cumbria are the most disparate areas in the country.

Graham Keat – Healthy Weight Programme

Graham is a Healthy Lifestyles Advisor. The Healthy Weight programme has been in existence of about 8 or 9 years and has been very successful in the west of the county. However there are now 2 people in the Bude area, 2 in Liskeard, 2 in Saltash and St Austell and Newquay, so the north of the county is much better represented. Referrals are usually from GPs, schools and the bariatric service, however patients can now self refer, the leaflet has an application form, or it can be done online.

Classes will be run for the following groups:

7 – 13 years, group sessions, 12 weeks, 2 hour sessions, whole family can be involved, referrals by GP or school nurse

13 – 17 years, 2 hour sessions, one to one sessions, will be held at school or child centre, course is 12 weeks

Adults – group sessions, 12 weeks, 2 hour session

The first hour will be for health education such as portion sizes, label reading, fat, sugar and salt content, food triggers, followed by healthy cooking classes cooking on a budget and then the food is eaten for lunch as a group. Part 2 will be gentle circuit training, low intensity for all abilities. The trainer is GP exercise qualified and will have some knowledge of diabetes and cardiac problems.

After the 12 weeks, patient will be followed up and have the opportunity to be regularly weighed by way of a drop in session locally. These session will also serve as time for recruitment. The courses will be based on school term times. The sessions are not a diet, but are aimed at healthy weight with no pressure.

Sue R has recently had a meeting with managers from the Leisure Centre as they wish to set up a concessionary programme for patients referred by their GP. They will come back with a proposal in due course. The Healthy Weight programme has some funding for swimming pool hire at no cost to the patient, or just a voluntary contribution if they are able to make one. This scheme runs successfully in Bodmin and is very popular with patients. Sue R has emailed the Leisure Centre to make them aware of this but as yet has no reply. Helen Says that Jonathan Holt is away at the moment, so this may be the reason.

The Old bank currently runs Zumba and walking classes. Graham is happy to help with the walking group and could provide Level 1 walks for those less able people. Currently there are 40 people walking regularly, but as they are all fit, the walks can be several miles. Sue R will send Graham's contact details to Helen so that this can be taken forward.

Helen has since met with Graham Keat and Emma Leach to show them the Old Bank. Emma will join the walking group on Thursday 30th, and will then establish a Level One walkers group for those recuperating/post stroke etc. More information to follow in due course.

There is a post-operative exercise class at Crackington haven, led by a Physiotherapist or Occupational Therapist. Anybody can go along if they are having mobility issues post surgery. This has been instigated by Boscastle Surgery.

Graham also mentioned the School Aged Child Challenge run by Cornwall Council and the Healthy Schools Team. The team go into schools to reinforce healthy eating and exercise messages. Peter asked if all primary schools had been included in this, as his wife is a local teacher, Graham will check to see if Camelford is included.

Sue thanked Graham for coming and for a very interesting talk.

Any Other Business

The practice has two new receptionists, Jan and Fran, who both started in December. They are doing very well and have fitted in with the team extremely well. The practice has been short staffed on and off since last July, so this has been a very positive step.

Sue thanked everybody for coming and for the feedback about the new surgery plans, the minutes will be circulated in due course.