



**Meeting Title:** Launceston Community Network Panel Meeting

**Date:** Thursday 16th September 2021

**Time:** 7.00pm

**Location:** Microsoft Teams

**Chaired by:** Adam Paynter CC

**Attendees:**

Adam Paynter	Cornwall Councillor, Launceston North & North Petherwin
Adrian Parsons	Cornwall Councillor, Altarnun & Stoke Climsland
John Conway	Cornwall Councillor, Launceston South
Richard Davies	Councillor, Stoke Climsand Parish Council
Paul Ford	Chairman, Trewen Parish Meeting
Ralph Hudson	Councillor, North Hill Parish Council
Ian Nash	Councillor, Lezant Parish Council
Neil Burden	Councillor, Lezant Parish Council
Ann Hobden	Councillor, Lewannick Parish Council
Joan Heaton	Councillor, St Stephen by Launceston Rural Parish Council
Paul O'Brien	Councillor, Launceston Town Council
Leighton Penhale	Councillor, Launceston Town Council
Bonnie Soanes	Councillor, Launceston Town Council
Jane Nancarrow	Councillor, Launceston Town Council
Steven Fettner	Werrington Parish Council
Members of Public	2 Attendees
Kate Shields	Chief Executive Integrated Care System
David Wilson	Area Director North & East Cornwall (Cornwall Partnership NHS Foundation Trust)
Karen Kay	NHS Kernow Clinical Commissioning Group
Andrew Yardley	Launceston Medical Centre, Practice Manager
Meredith Teasdale	CC Strategic Director, Together for Families
Chris Sims	CC Community Link Officer
Nikki Drewett	CC Communities Support Assistant
<b>Apologies:</b> Ellie Mason	Event Partnership Publishing
Antoinette Snook	Senior Library & Information Assistant
Pat Orridge	Chair, The Orchard Centre

## Notes

### Minutes

### Action

#### 1 Welcome and Introductions

Cllr Paynter welcomed everyone to the meeting and introductions and apologies were made.

#### 2 Launceston MIU

Kate Shields (Chief Executive Integrated Care System), David Wilson (Area Director North & East Cornwall - Cornwall Partnership NHS Foundation Trust) and Karen Kay (NHS Kernow Clinical Commissioning Group) provided the Panel with an update on the Launceston MIU.

July 2021- a period of sustained pressure across the Health & Social Care system in Cornwall due to the re-opening after lockdown, visitors to Cornwall during the summer and the rise in Covid cases. Approximately 10% Staff absence across 10 MIU's added to this pressure – this equates to approx. 40 full-time equivalent staff.

To respond to this challenge various options were looked at and the decision was taken to temporarily close Launceston MIU. It was considered better to close one MIU rather than having a rolling closure of different sites which would cause confusion to the public and other services such as the South West Ambulance Service Trust (SWAST).

Communication was poor and apologies have been made to the Public and Elected Members. This has now been rectified and the Comms Team are now part of the weekly Escalation Systems Meetings and review weekly.

Acute Trusts at Derriford and Treliske are still under immense pressure.

There is no truth in rumours circulating that Launceston MIU will close permanently. The site is being heavily invested in with a new X-Ray machine scheduled to be in place and up and running by February 2022.

Launceston MIU will reopen on 1st October 2021.

#### Questions, Answers and Comments

Q – Does the least worst option mean that Launceston is considered to be at the bottom of the barrel?

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A - Least worse option is a phrase used when making difficult decisions and balancing a range of options. It is based upon the least impact in terms of serving the needs of the population across Cornwall.

Q – Is the criteria used to decide closures published and available to us, so we can try and ensure this doesn't happen again to Launceston MIU?

A – There is a list of MIU's in terms of order of impact if they close and there are key sites which must never close because of the impact and sheer volume. They also take into account rurality. Although not ideal, from a geographical point of view Launceston has access to other MIUs within a reasonable distance and has the second lowest volume. The Business Continuity Plan came into action to support decisions made.

Q – Does it take into account peoples' mobility and accessibility (cars/buses etc) Some people find it difficult to get to other places?

A – This wasn't part of the decision making at that time but something we should consider going forwards when balancing factors.

Q – None of us are very happy with what's happened and have made our views known. Please be truthful with us regarding the date of the reopening of the MIU as the date you have given us this evening is different to the date published on your website. Please keep us informed.

A – We absolutely apologise for the error in the detail and communication and will ensure it doesn't happen again. We would be happy to work with a small subgroup to help build trust. The website will be updated to show the reopening date of 1<sup>st</sup> October.

Q – The decision to close Launceston MIU was wrong, but I understand the logistics of this. The NHS is a patient centred service and closures could have been staggered across Cornwall and the people of Launceston feel very aggrieved.

A – Staggering closures would be very difficult to manage with the staff resource and in addition it could cause confusion for the public and partner services such as SWAST. We are reviewing what MIU sites can deliver and looking to enhance the services available so that more people can be treated locally to where they live.

Q – Have you managed to recruit any new additional staff to fill the gaps that were there, or are you just hopeful that now we are coming into winter period that demand on the MIU's will be less? Obviously we need more people to run an effective service.

A – We are seeing an improvement in our staffing. Launceston MIU is reasonably staffed compared to other units. The main issues were at

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Liskeard, and new staff should be coming online by mid-October. We are not out of the woods but are making incremental gains. This is a specialist workforce and not easy to recruit to, in addition the current housing situation also has an impact.

Comment - When is Local Government going to learn that keeping things quiet just doesn't work. Indignation is raised because people are finding confirmation that their worst fears are justified. It would have been better if you had come out in advance and told everyone it was going to close, when and how long for; an open approach pays dividends.

The Chair thanked health representatives for their attendance tonight and also to all health partners for their continued efforts, especially during the challenges times of covid19.

**3 Launceston Medical Centre Update**

Andrew Yardley, Practice Manager provided the Panel with an update on the Launceston Medical Centre.

The pressure our staff are currently under is unprecedented, not just the clinical team but the admin team too. We still have Covid pressures and have people that can't work due to Covid (isolation, children going back to school etc). Looking forward to the flu vaccines that are happening soon and phase 3 booster vaccinations.

Back in 2011 the Medical Centre had a registered population of just under 14,000 patients, and today it has just tipped over 19,000 patients. This emphasises how much we are growing in Launceston. The expansion of the Medical Centre is well timed and we have a nice brand new wing of the building, an additional 12 consulting rooms and lots of admin space. We have additional meeting rooms and a completely refurbished area, so a really clean and fresh building for our staff to work in and for patients.

We are not experiencing the recruitment issues that other places are having, partly because the Medical Centre is a comfortable and pleasant environment for people to come and work in.

The main contractor, Pollards, went in to administration in April, but this hasn't greatly impacted us as it was just snagging issues that needed dealing with. Clauses within the contract ensured that no money was lost & all snagging issues will be remedied.

Our Patient Participation Group (PPG) receive a lot of feedback from patients within Launceston and bring concerns forward to the Medical Centre in a very balanced and fair way and understand the pressures of both patients and the

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Medical Centre. I would like to thank the PPG for providing this feedback and the support they provide.

Questions, Answers and Comments

Q – There has been huge strides made in Launceston, especially with the increase in housebuilding and numbers of people. What is the capacity in terms of where you are, and are you set up for the next 10 years with the numbers of house building projections we are likely to see in the area?

A – There is never enough space, but we are much better placed than other practices. A lot of practices are part of Primary Care Networks and we have seen an injection of funding for additional roles. At Launceston we now have a Clinical Psychologist, a Social Prescriber and a First Contact Physio all based within the practice. The space we have leaves us well placed to support those members of the team coming in and we are well placed in terms of future proofing. There is room for future expansion also.

Q – As a patient I have never felt so unwelcome trying to get an appointment with a GP. When are you going to reopen so we can get to see a GP in person?

A – Part of the problem is we are under a great deal of pressure and in response to the pandemic we opted for the triage option. If you want to see a GP then we book you in with a ring back with the GP or Paramedic initially. We only want you to come into the Medical Centre if you need to, and this is to keep everybody safe. It is important to get the right balance but for the foreseeable future the triage system will remain.

Q – Your website needs to be more user friendly and is also out of date.

A – We recognise that the website is 12 years old and needs updating. We have some funding from the Primary Care Network to update it and will be adding some self-help features etc to it. We haven't updated it as much as we would have liked to.

Q – It is difficult for patients to access the service and not acceptable to have to wait for a call back especially if they are at work etc. Some people don't want to give information to the Patient Advisor as it can be embarrassing.

A – The GP needs to prioritise their work list, so it's very difficult to give a definite time for a ring back. If this way of working continues, we will need to look at how to improve the process and improve patient experience. There is no immediate answer, but it does need to be improved. The Patient Advisors are asked by the GP to gather basic information from the patient so they can allocate the patient to the right GP/Paramedic etc. It is fine to not provide any information, but you will be triaged in a different way.

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Q – I like e-consult and am happy not to visit the Medical Centre, but do you have an idea when it will reopen properly post covid and when the new facilities can start to be used?

A – The waiting room is open, but we are asking patients not to turn up without going through the triage process. There is no definitive time when things will return to normal, but we need to make sure patients know the Medical Centre is open and accessible.

**4 Launceston Library Update**

Antoinette Snook, Senior Library & Information Assistant provided a presentation and video to the Panel giving an update on the Library and services it provides. (attached with the notes).

These were presented by ND & CS as AS was unable to attend the meeting.

Comments

- The opening hours are very restricted so if you are working it is difficult to get there.
- There was a presentation at the last Panel meeting on the Launceston Hub. I have tried to access these plans and they don't appear to be anywhere. We need a public consultation and the plans published.

CS explained there has been a delay in information being shared and there is a press release due imminently. This is the beginning of an engagement with the public around the proposals.

- Concerns that the Registration Service is planned to be on the first floor and will not be easily accessible for older people.
- I completely oppose the planned Children's Centre moving to the town centre hub – there is no provision for the safe unloading of disabled children outside the building.
- The telephone number on the presentation is an 0300 number which is the Council's telephone number I presume. If I want to speak to Launceston Library I don't want to go through Cornwall Council.

CS will seek clarity from Antoinette Snook.

**CS**

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<p><b>5 Climate Change Working Group</b> CS &amp; Richard Davies presented the Launceston Community Network Climate Change Working Group Proposal (attached with the notes).</p> <p>In November 2019 a sub-group of the Community Network Panel was set up to look at Climate Change related issues. The early meetings looked at the vision of the group and terms of reference etc.</p> <p>Due to the Covid 19 Pandemic the group has lost focus. There have been recent discussions about reigniting the group and work, especially with the recent Climate Crisis Advisory Group Report.</p> <p>We would like to organise a Climate Change Public Event in October/ Nov. Invitations would be sent out prior to the meeting asking people to give some indication of their interests and skill profile and would like to invite some guest speakers to give the meeting some gravitas and to highlight the challenges in a positive way.</p> <p>The group is looking for agreement from the Panel to proceed.</p> <p>The Panel were in agreement.</p>	
<p><b>6 Notes from the last meeting (17<sup>th</sup> June 2021 &amp; 12<sup>th</sup> August 2021)</b> The notes from the meeting on 17<sup>th</sup> June 2021 and 12<sup>th</sup> August were agreed and approved.</p> <p>The Community Network Priorities will be discussed at the next meeting – Please take back to Town and Parishes/Organisations and feedback to CS/ND prior to the next meeting.</p>	<b>ALL</b>
<p><b>7 Public Questions</b></p> <p>Q – Can we have an extra-ordinary meeting in the next 3 weeks to discuss Leisure services and the future of Launceston Leisure Centre.</p> <p>A – Following the meetings next week with Cornwall Councillors and Town Council there is a proposal to have wider public meetings in early October.</p> <p>Q – What is the process for requesting yellow lines on the road to stop parking and blocking access etc?</p> <p>A – AP met with Parish Chairman and some residents recently to discuss. Yellow lines have to be accompanied by a Traffic Regulation Order (TRO) and</p>	

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we are looking to add these areas in the Parish working alongside Oliver Jones, Highways Manager.

Comment: Following the Health Updates this evening, I would like it noted that local people are unhappy with the current telephone consulting system not only at Launceston Medical Centre, but at Gunnislake and Callington too, and don't feel they are receiving the service they are entitled to.

JH explained the Medical Centres form Primary Care Networks - these are a group of practices that come together to commission services. Launceston and Callington which includes Gunnislake have formed their own Primary Care Network and will be commissioning their own services.

**8 Town & Parish Council Updates**Werrington Parish Council – Cllr Fettner

Q - Defibrillators - Is there a Cornwall joined up plan for placement? / Is there a guidance document? Is there purchasing help or discounts?

A – Lots of Parishes have Defibrillators. St Stephen by Launceston Rural Parish Council have two defibrillators which were from the British Heart Foundation at a discounted cost. Due to Covid the discount is not available at present.

At Trewen Parish we used the Community Fund to purchase 3 Defibrillators via Fleet Services that have now been taken over by Duchy Defibrillators. They provide a very good service.

Stoke Climsland have 2 Defibrillators and the decision where to place them was made by the community. There is an ongoing commitment for the Parish to ensure the upkeep and maintenance of them, and also the training of people to use them.

Please see the link to Fleet Services: <https://fleet.org.uk/pad.html>

**9 Cornwall Councillor Updates**Adrian Parsons CC

The pandemic has highlighted a number of issues regarding Health & Social Care, Launceston MIU, operations being cancelled, issues with waiting times and the proposed closure of Launceston Leisure Centre. We need to challenge the current Cornwall Council Administration on behalf of the people of Cornwall.

Dawes House – there are some improvements being made with physical traffic calming measures.

**Minutes****Action**John Conway CC

We need to ensure we keep Launceston Leisure Centre running.

Number One priority is Housing across Cornwall.

Meredith Teasdale – CC Strategic Director, Together for Families

We are acutely aware of the issues raised this evening and we will continue to work with you to find resolutions in the local area. There are significant budget pressures moving forward.

**10 Any Other Business**

CS will send out an update for the Forest for Launceston (included with the notes). CS

Extraordinary Meeting to discuss the Leisure Centre will be arranged shortly.

CS will forward an invite to a PLACE Architects sustainability symposium planned for Thursday 21st October CS

**11 Date of Next Meeting:**

Thursday 9<sup>th</sup> December 2021 - 7.00pm