



Mount Pleasant Health Centre

Patient Participation Group Meeting Summary

Monday 20th January 2025

Reduced Bus Service

The PPG Chairman has written to the council regarding the reduced bus service times from the Pennsylvania area to and from the health centre.

Did Not Attend (DNA)

'Do Not Attends' have increased, probably due to a rise in flu cases.

Patient Registrations

New registrations have increased, mostly with intake of students, 1st Year students register with St Thomas Practice, following Years can register with any GP practice.

Patient Education Evenings

On 29th January 2025, a Consultant Cardiologist, specialising in Heart Failure and Cardiac Devices from Nuffield Health will be giving a presentation on 'Blood Pressure and Hypertension'. This will be held at Mount Pleasant Health Centre at 6.30pm and patients can book into the session. The evening is open to all and not just for registered patients at MPHHC.

It is planned for these patient education events to take place every two months on a range of subjects and the initiative is supported by the PPG.

Another talk in March is planned on 'Menopause'. A PPG member suggested a potential talk on the NHS App and how patient data is used would be useful.

Heidi Health

Mount Pleasant Health Centre will be trialling a new dictation tool in March which will transcribe clinical and consultation notes for each patient/GP appointment. It is expected to improve the quality of the patient summary taken at the time. The tool is being used with other local GP practices in Exeter. There was a good

wide-ranging discussion of the benefits of this new recording system and issues of patient confidentiality and consent was discussed at the meeting.

Primary Care Network Update

Mount Pleasant Health Centre's Practice Manager has stepped back from the PCN Manager role and another individual has been recruited to take on the duties.

The national PCN Contract for additional roles should be announced in April this year alongside the GP national contract. A PPG member enquired about use of holistic and natural remedies, of which the PCN team can help.

Local Pharmacies

Mount Pleasant Community Pharmacy, next door to the health centre, reported that prescriptions are now back to the level with previous owners (Boots), now around 200 per week. The pharmacy provide blister packs for patients. Pharmacy provided, 2,000 flu vaccinations this year. Next covid jabs could be in March 2025. The pharmacy is also providing an Ear Wax removal service and the full range of clinical pathways for Pharmacy First. Full list of services on their website.

Allied Pharmacy has closed at Heavitree Health Centre.

Terms of Reference

The PPG Chairman reported that the PPG will need to review its Terms of Reference, which it hasn't done for a while and ideally should be looked at annually. The Chairman will separately send out for review before the next PPG meeting.

New Practice Leaflet

New practice leaflets were distributed across Exeter in December 2024, and copies can be found at reception, in the waiting room, or on the health centre's website.

Next Meeting Scheduled: Monday 14th April 2025, 6pm