



Mount Pleasant Health Centre

Patient Participation Group Meeting Summary

Monday 14th April 2025

New Bus Timetable

A new bus timetable has just commenced with a more frequent service of every half hour during the day. The PPG Chairman has been in contact with a local Exeter city councillor, and she has asked to be informed if there are any further issues.

Patient Education Events

The health centre has successfully held two patient education events (on Blood Pressure and Hypertension, plus another on Menopause). Both sessions were attended by patients and members of the local community who gave positive feedback on the sessions. A third event is scheduled to take place in May on Managing Stress. Further events may include topics such as AI - how this affects GP practices and patient care, the NHS app and other related IT issues.

Patient Research Opportunities

Various research opportunities inviting patients and the public to participate are available on the Mount Pleasant Health Centre website. MPHCH is one of only three GP practices in the South West to join the RDUH (Royal Devon Hospital) and other trusts on a Commercial Research Collaboration Programme. The PPG have been asked to comment on the web site layout.

Heidi Health

'Heidi Health' Programme has been adopted by the Practice. This is a digital recording and dictation software which listens and records the patient and GP consultation and presents a summary document which then forms part of the patient notes. This will give the GP more time to talk with patients and reduces the time spent typing up the summary of the consultation itself. A patient will need to give consent for the software to record the GP-patient conversation. A demonstration of the system was given by Dr Hopkins in his clinical room at the end of the meeting, which was well received.

Change of Practice Boundary

The practice manager and a GP discussed the geographical area of registered patients and where they live. The practice wants to formalise the current geographical area and extend its contractual boundary as it has in practical terms been working across a much wider area than is contracted over recent years. The Practice has capacity to take on further patients. There was also a conversation on out of area patients who for example live

out of the area but work in proximity to MPHC and are registered as patients as “out of area”. These wouldn’t be part of the new boundary as are too far away. The main difference to these patients is that they wouldn’t be able to have home visits so aren’t eligible to be “out of area” if the GP felt it clinically unsuitable.

Each patient is treated individually according to their needs as for example, urgent appointments could be quite challenging to achieve for patients living far away from the practice and it might not be the best level of care to provide from a distance. The PPG agreed to the recognition of the area covered for patient registrations on the MPHC website and support the practice application to the ICB (Integrated Care Board) to expand to this formally.

New Audiology Service

The Practice Manager informed the group that the provider of the Chime audiology service has ended its NHS contract to provide audiology services to the local area. A new provider has been awarded the contract and discussions are taking place regarding the provision of a regular local audiology clinic being hosted at MPHC. There is a waiting list at the moment for these services. A potential clinic at the health centre was well received by the PPG. NHS Audiology services are available via doctor’s referral.

Primary Care Network Update

All going well with approximately 20 staff. Currently replacing a Pharmacist, an Administrator and hiring a 4th part time Occupational Therapist.

Pharmacy Update

The pharmacy owner sent his apologies for this meeting, but he reported that they are now handling the same number of prescriptions as Boots were handling previously. The PPG appreciate the efficiency of the new pharmacy and how helpful the staff are.

PPG Members Reports

It was reported that the e-Consult system is working well for patients.

Friends of Mount Pleasant Health Centre

The AGM will be held on Friday May 9th and the next Friends Fayre and plant sale will be held on May 17th; any help appreciated. Please contact the Friends Coordinator at the practice if you or anyone can help. Last week’s sale raised over £500.

Next Meeting Scheduled: Monday 23rd June 2025, 6pm