**Quay Lane Surgery Patient Participation Group**

Held on 18 September 2012 at 1pm

**PRESENT:**

**Apologies**

1. **Minutes of Meeting held on 3 July** – were approved as an accurate record of proceedings.
2. **Matters arising**:

Save the Children: Report from Robin at the next meeting.

Patient Survey: The trial had been completed and the Survey was ready to be implemented during October.

Fundraising: A blood pressure monitor had been purchased. There was discussion about the ECG Machine - the cost of which is £2300 plus VAT but it will only cost us £2100 plus VAT as we already have the cables and software. It was noted that £1890 was available in funds. The matter of holding a Coffee Morning for support was discussed. David felt that he could gather a few willing hands to help with this – including PPG members.

Waitrose tokens: David undertook to look more closely at this. (It would appear that we may not be eligible as we are not ‘a charity’ as such …?

Pathway: It was noted that Dr Fullalove continued to work on this area.

New member: The meeting welcomed Diana Laugharne as a new member. She brings experience as a patient as a mother.

Knowing your way around: There was further discussion and getting information to patients and greater use of PALS.

1. Coverage by the Practice: There was a detailed discussion about the distribution of patients with growing demands being made from patients at other practices to join Quay Lane – they come from as far away as Torpoint, Liskeard and Looe. PPG members expressed disquiet at too wide a distribution as it would diminish the service and excellence of service provision, to the core area of St Germans and Deviock civil parishes and the immediate surrounding area. It was recongised that the ‘problem’ was caused by the excellence of service in our Practice where, as an example, you can get a same-day appointment to see a GP whereas in other practices there is a waiting time of two weeks.
2. The meeting closed at 2.30 pm and it was agreed that **the next meeting be on 11 December at 1pm in Quay Lane.**