

QUAY LANE SURGERY

PATIENT PARTICIPATION GROUP

AGM AND PPG MEETING

Wednesday 12th May 2021

(By Zoom Video Link)

Those present: Claire (Chair), Danielle (Vice Chair), Margaret (Treasurer), David, Gerith, Margaret S-T, Jane, and Venetia

Practice Manager: Debbie Todd

Apologies: Pauline, John, Nigel, Maurice and Teresa

AGM - Minutes

1. Welcome and Apologies

Claire welcomed everyone to the meeting and was delighted to announce Holly Lloyd one of the new members of the dispensary team had recently joined the PPG as a virtual member. Apologies were acknowledged (as above).

2. Minutes from the previous AGM - 22nd May 2019

The Minutes were read and agreed:

Proposed by David

Seconded by Margaret S-T

3. Matters Arising - There were no matters arising.

4. Year End Report - the Chair

Claire said it had been a challenging two years, but that it had been rewarding and she had made many very good friends. She reflected on her first newsletter, and when members assisted in the surgery with the check- in screen and flu clinics. Fundraising events, a first aid course and the floor replacement at DOWDERRY Surgery were all planned. With the onset of Covid -19 everything was put on hold and all efforts were then put into creating a prescription delivery service for shielding patients. This involved a great deal of organisation for Debbie, the dispensary team and for Claire recruiting and co-ordinating volunteers. Claire since heard from Pluss Cornwall's Partnership Coordinator that Quay Lane's PPG was the first voluntary group in the county to be up and running at the very beginning of the first lockdown. Door marshal volunteers manned the main surgery soon after, controlling entry and distancing everyday until after shielding was lifted. Four PPG members now ensure reliable prescription deliveries to the most vulnerable patients, and for the practice on a permanent basis.

Claire commented that everyone had been so pleasant to work with, so willing to give and to care for others.

With plenty of news available online, but with no newsletter Debbie and Claire decided to write monthly updates in the Parish Magazine. Claire thanked Debbie for having faith in the PPG and enabling members to remain actively involved throughout the crisis. Debbie had attended all their virtual meetings answering everyone's questions. She had kept in touch and made it possible for the PPG to be able to literally 'deliver the goods'! Claire went on to thank Margaret Sampson not just for her tremendous contribution over the last two years, but for her ten years as Treasurer since the PPG was first created. Claire thanked Danielle too for her unfailing support, encouragement and friendship throughout such a challenging time. Appreciation was given to Pauline for taking the minutes over the year and to those who had had to shield themselves, for attending meetings and remaining involved in decision making.

5. Financial Report - the Treasurer

Margaret referred to the accounts that were sent to all members prior to the meeting. There were no comments arising and so the accounts for year 2020 to 2021 were ratified.

Proposed by Margaret S - T Seconded by Venetia

Gerith and Danielle had still to hear from NatWest about becoming signatories and Margaret agreed to chase this up. **ACTION POINT FOR MARGARET**

6. Election of Officers - the Practice Manager

With no one standing down, and no one coming forward, the Committee Officer positions were re-elected as follows:

POSITION	NAME	PROPOSER	SECONDER
Treasurer	Margaret Sampson	Claire	Danielle
Vice Chair	Danielle Bennett	Gerith	Margaret S-T
Chair	Claire Croft	Venetia	Jane

7. Summary

Claire said she was delighted that the three of them could carry on for another term.

PPG Meeting Minutes

1. Minutes from the meeting - 16th December 2020

The Minutes were read and agreed.

Proposed by Venetia Seconded by Danielle

2. Matters Arising - There were no matters arising.

3. Practice News

Debbie announced that GP practices were nearing the end of their vaccination programme in East Cornwall and therefore Cohorts 10 - 12 would be invited to attend one of the mass vaccination centres.

At the surgery, telephone consultations on the same day were becoming unmanageable for the GPs as demand was greater than it had ever been. Routine appointments needed to be booked in advance as 'on the day' appointments were being reserved for urgent calls. It would take a few weeks for the new system to settle and for patients to become accustomed to it. Video calls and telephone triage were still being offered for face to face appointments directly with a clinician. It was also hoped that more patients would start accessing LIVI now that a web based version for computers was being introduced.

Both surgeries had now opened their doors, but would continue to limit the number of patients in the waiting room. Three new recruits had just been welcomed to the dispensary team Holly, Sandra and Lisa. The practice would soon be welcoming Dr Emma Knight as a salaried GP, once Dr James Moore had retired.

Debbie went on to say it had been a very challenging year indeed for them all, but everyone had gone over and above to ensure the best care possible had been maintained to patients. She thanked the PPG for their support over the past year and lovely feedback. Special thanks was given to Claire for being such a support to the surgery and to Debbie herself, having been instrumental in setting up and coordinating the volunteers during lockdown. The weekly home medicine deliveries continued to provide an excellent service to the elderly and vulnerable.

4. The Questions

4.1 Nigel's Questions

Nigel appreciated the potential staff pressures in the Surgery, but wondered whether 7 working days was really required for advance notice for repeat prescriptions?

Debbie was not aware that requesting 7 days from request to collection was problematic for patients; having that time allowed for the dispensary to safely prepare the requests for collection and allowed for any unavoidable delivery delays that sometimes occurred due to the pandemic. Patients also tended to leave ordering their vital drugs to the last minute not realising that it caused the Dispensers to stop and deal with it urgently which then exacerbated waiting times for other patients. Debbie used the

analogy... 'would you wait until you ran out of logs in the winter before placing your order, when it takes a week for your new logs to be delivered' or 'would you phone your favourite restaurant on the day to book a table'? No, you would organise it in advance to avoid disappointment. Debbie didn't think therefore, that it was unreasonable to ask patients to allow 7 working days.

Currently they dispense approximately 8,000 items each month which is approximately 400 each day. Staffing had been increased with 3 new employees introduced this month. A faster IT system has been implemented recently and the home delivery service provided by PPG members to the housebound and vulnerable patients was working extremely well. It was also planned to switch on electronic prescribing later in the year to help non-dispensing patients.

Nigel also wondered whether there could be a system that automatically generated the repeat prescription? He could understand that it might mean that patients ended up with boxes of unused drugs at home - but this would happen if they just applied every month. The private services advertised on the TV indicate that they will do just that - send you a repeat prescription automatically by post.

Do we know if this type of service is increasing amongst the local community? For the elderly and those living at some distance, Nigel could imagine it might be a very good service.

Debbie explained that Kernow CCG did not support the use of managed repeats by pharmacies or dispensing practices. This was due to feedback from patients who received medication that they did not require and which lead to stockpiling and wastage. From 1st January 2016 all surgeries were advised to stop accepting repeat requests from pharmacies and give patients back control of ordering medication.

Pharmacy2U and alternative providers do offer this service to patients. However, Quay Lane's patients would have to opt out of dispensing services altogether at the surgery. Consequently there are not many patients at Quay Lane Surgery who opt for these services.

4.2 Nigel's 2nd Question

The Citizens Advisory Panel were asked to find out how practices were "Veteran Aware" and that this should include those who are still in the forces, not just the Veterans?

Debbie said Quay Lane Surgery was a "Veteran Friendly" practice and had relevant policies in place. They actively coded records for new patients (asking the question on a new patient questionnaire) and the GPs followed the referral criteria as set out in the policies for new and existing patients. Having a Veteran as a Partner was also a bonus as Dr Jon Carty was their Veteran Lead GP. People in the forces are not generally registered at a GP practice as their health is managed by the services. When they join up their medical records are sent to the military and there they stay until discharge.

4.3. Gerith's 1st Question

With Dr Thomson's agreement, I by-pass the E-Consult system because it requires me to repeat a lot of information each time. When I send an email, I am able to discuss the matter. Is it acceptable to use email in this way, and will virtual appointments be a regular feature beyond the end of the pandemic?

Debbie explained that whilst they are happy to receive emails, the information will only be scanned into a patient's record as a document, whereas E-Consult integrates within the clinical system and the patient's notes. Regarding virtual appointments, the answer was yes because the system had worked very well. However, Debbie added when the situation eased further, a variety of options would be made available to patients including booking face to face appointments again.

4.4 Gerith's 2nd Question

I would like to know if the team are able to predict how vaccinations will be handled in the future? Is it likely patients' will be going to vaccination centres now for all their boosters, or are GP practices hoping to vaccinate their own patients on their own premises?

Debbie said it was totally unknown at the present time regarding COVID booster vaccinations. The practice had already forward ordered their flu vaccine as normal, but it would be challenging for them to be able to offer all patients aged 50 and those at risk a flu vaccination as well as offering booster vaccinations for COVID. It was therefore possible that patients' would be asked to attend a mass vaccination centre.

5. Feedback

Debbie thanked the group for their positive feedback which she had shared with the team. It had given everyone a much needed boost and many lovely comments had been fed back as a result.

6. Dr Moore's Collection

Claire explained that patients had been notified that the 17th May would be a cut-off date for donations and that she would soon be in touch with Dr Moore's wife to discuss a suitable gift or gifts. Claire showed the group the little book of messages from patients she was preparing, and various ideas were discussed regarding a message of thanks for his part in the creation of the PPG ten years ago.

7. Any Other Business

Venetia asked when fundraising could resume particularly the book shelf in the surgery. Claire suggested that there should be a period of calm over the next few months. They should wait to see how things unfold regarding Covid guidelines and restrictions hopefully being lifted in June. It was important now to wait and see how the practice will proceed, before making any plans. Everyone agreed.

8. Next Meeting - TBA at a later date.