

**QUAY LANE SURGERY
PATIENT PARTICIPATION GROUP**

AGM AND PPG MEETING

Thursday 29th September 2022

St Nicolas Church DOWDERRY 10.30am - 12.30pm

Those present: Claire (Chair), Danielle (Vice Chair), Margaret (Treasurer), David, Gerith, Jane and Hugh

Practice Manager: Debbie Todd

Apologies: Simon, Teresa, Glen, Venetia, Margaret S-T, Jane L and Rachel

Minutes: Claire

AGM - Minutes

1. Welcome and Apologies

Claire welcomed those attending the meeting and the above apologies were acknowledged.

The PPG currently had 13 Full and 13 Virtual members; a total of 26 with ages ranging from 27 to 80+

2. Minutes from the previous AGM - 12th May 2021

The Minutes were read and agreed as accurate.

3. Matters Arising - There were no matters arising.

4. Year End Report - Treasurer

Margaret switched the account successfully from NatWest to the Lloyds Treasurer's Account in August 2022. Margaret and David were the signatories and both now had online access. Cheques and cash could now be paid in at post offices. Margaret said she would try to add an additional signatory.

The balance of the account stood at **£1873.19**

Full members approved and ratified the accounts for the year April 2021 to April 2022 This was Proposed by David and Seconded by Danielle.

5. Year End Report - Chair

The PPG had managed the retirement collections of both Dr Moore and Dr Thomson and this had caused many more trips to the bank for Margaret to pay in cheques and cash received at the surgery. Claire thanked Margaret for all the extra work that had been involved.

The PPG was represented at 2 village events this year and attended nearly every Community Wellbeing Hub in Menheniot, St Germans and DOWDERRY. Claire thanked Jane and Venetia particularly for reliably supporting the Social Prescribing team.

Fundraising had started again and 2 soup and pud days had brought in £100. A wonderful start after a long break due to the pandemic.

The Goodie Bags were extremely popular with children, parents and Nurses alike, and Claire thanked David for offering to help with them in future.

The Wednesday Medicine Delivery Service for the housebound and vulnerable had been running for 2 years and was much appreciated by the practice and the patients. Claire read out a thank you message from Claire Elliott - the Dispensary Manager.

Danielle and Margaret were thanked again for their support over the year and Claire said it had been a pleasure and a privilege to Chair the Quay Lane Surgery Patient Participation Group. She particularly enjoyed working together with Debbie and others at the practice in such positive ways.

6. **Election of Officers - the Practice Manager**

With no one standing down, and no one coming forward for the 3 existing roles, the following positions were re-elected:

POSITION	NAME	PROPOSER	SECONDER
Treasurer	Margaret Sampson	David	Jane
Vice Chair	Danielle Bennett	Gerith	Claire
Chair	Claire Croft	David	Jane

Debbie referred to the email she sent to members stating that the practice felt it prudent for a Secretary to be elected onto the committee to assist the Chair.

Simon put himself forward for the new position.

Simon retired after 35 years with Barclays Bank. He is a keen runner with the East Cornwall Harriers and was their Secretary for 3 years. This gave him plenty of experience minuting meetings and getting things done. Simon volunteered to deliver medicines to the vulnerable and housebound at the onset of Covid and joined the PPG becoming one of the Wednesday team in August 2020. He is very willing not only to assist the Chair, but also to stand in to co-ordinate medicine deliveries when required.

Simon was voted unanimously to the committee as Secretary.

7. **AGM 2023 - May or September?**

Claire asked members how they felt about holding the AGM in September instead of May. Margaret said it was important that the date set was within 6 months of the end of year accounts being completed. The majority felt a September AGM was preferably. Debbie agreed to amend the Terms of Reference accordingly.

Claire declared the AGM closed.

PPG Meeting - Minutes

1. **Minutes from the meeting - 1st June 2022**

The Minutes were read and agreed as accurate.

2. **Matters Arising**

There were no matters arising.

3. **Practice News**

Debbie thanked the PPG for recently funding the new ECG machine at Quay Lane Surgery and for the medicine delivery service which had proved very beneficial to both practice and patients.

Debbie went on to cover the latest updates and news.

● ***Flu Clinics***

Appointments were being offered to patients for October and November. They were prioritising those patients aged 65 and over and those under 65 who fell into an at-risk group, before offering appointments to patients over the age of 50.

Saturday 15th October – over 65

Thursday 20th October – under 65

Saturday 5th November – over 65

● ***Autumn COVID Boosters***

Quay Lane Surgery was holding clinics at Isambard House, Saltash on Sunday 16th October, Friday 21st October and Saturday 26th November. Eligible patients would be contacted by the surgery; those with a mobile phone sent an invitation by text with a booking link. Those clinics were only available via the text link or by booking directly with the surgery. Alternatively, patients could book online or by ringing 119 to visit a mass vaccination centre. Parking was an issue particularly for less mobile patients but there would be transport from the main car park.

Debbie was asked about co administration of Covid and flu vaccinations and Debbie thought that next year Quay Lane patients may be offered both together because of the increase in cost of vaccine to the practice, buying it in themselves.

● ***Staff Changes***

Tracy Stretton, Practice Nurse had recently joined the team and Dr Jon Hykin would be joining the team towards the end of October. This would give the practice additional clinical support offering more appointment availability and choice particularly as Dr Fullalove was soon to be reducing his sessions. They will be saying goodbye to Dr Obi who had been offering remote consultations to the practice over the past few months, he would however be offering locum cover on occasions.

- **Appointments**
On-line appointments would soon be available to book online again. GPs would continue to triage appointments following feedback received, but they will be offering more appointments face to face.
- **Digitisation Project**
The practice has been accepted onto the Kernow Digitisation Project starting in October. All patients records will be digitised thereby freeing up space in the main reception office. A planning meeting with the GPs will determine how best this space will be utilised once renovations can start.
- **Prospective Access to Records**
From November all patients will be given access to their records via the NHS App or Patient Access. They will have prospective access only from that date to all records. Only those signed up to Patient Access will have retrospective access. Patients will be kept informed once this becomes available.
- **Equipment**
The Doctors wish to purchase a new Doppler Machine for the practice. A doppler machine for diagnosing peripheral arterial disease (PAD). 70% of patients with PAD do not experience traditional symptoms and are not diagnosed. 13% of the population are affected by PAD. With the existing old doppler machine at the practice, patients have to rest for 30 minutes before having the doppler test. This involves organising an appointment of 45 minutes to an hour; to include rest, test and diagnosis. The practice perform approximately 2 per month and this can only be carried out by a trained Nurse.

Advantages of the new machine:

- No need for resting time, it gives results as quick as 1 minute.
- It can be performed by GPs and HCA's instantly.
- It gives 3 cuff measurement simultaneously eliminating human error and blood pressure drift.
- It has a rechargeable battery allowing portable use.
- It will release more appointments to patients
- Give the ability for GPs to do instant testing on patients which they currently cannot do.

A new machine will cost **£3907.19** (inc VAT).

The practice were asking the PPG for help with part or all of the funding for this machine. Discussions followed and Claire agreed to put an article in the Nut Tree to let patients know that the PPG would be fundraising for a doppler machine.

- **Feedback**
Debbie thanked Claire for the feedback collated from the PPG members. This was generally about good access to Doctors and staff, appreciation for the new telephone system, helpful drug reviews and excellent physio advice and referrals. Repeat prescription turnaround times had generally stayed within 5 days despite all the bank holidays. Text reminders too were very useful and working well for patients again.
The main criticism was about the Surgery needing an update and redecoration.
Debbie said she could share feedback received from the 'Friends and Family' survey with members in future and everyone agreed it would be very interesting to see.

Questions

Danielle had a question about the new telephone system that she found so much better. She asked how it had impact on the reception team - were they too delighted with it? Debbie said they had less patients ringing in for results before 10am. However, some patients were frustrated with the system because they didn't understand how it placed them in a queue and so they kept ringing back repeatedly being put at the back of the queue each time! There was less anger over the phone however, now that patients were told calls were being recorded.

There was discussion about the number of calls into the practice each week which amounted to approximately 24% of the whole patient population ringing every week and showing that demand was still unprecedented.

Venetia sent a question ~ When could she start selling books and DVDs in the waiting room again? Debbie said that books could be sold again in the waiting room provided they were kept tidy and not piled up on the floor or on top of the bookshelf.

Recycling

Debbie said TEVA had recently withdrawn the inhaler recycling scheme due to high costs. Debbie said she had enquired about medical blister packs and they did offer a recycling scheme at £90 per box.

Gerith said that Superdrug in Saltash had started recycling medical blister packs! Debbie added that the Greener Practice Cornwall Group was currently lobbying nationally to get this provided to all practices. Claire was also aware that the East Cornwall Primary Care Network had Emily O'Reilly leading a new Climate Resilience initiative and would send Gerith some more information.

4. Fundraising

Claire was aware that Venetia had some table top events planned and the Priory Fayre, but as yet she had received no set dates. It was important that the group supported the fundraisers and Claire would be in touch with members to ask for cakes, plants, preserves, bric a brac etc or some help on the stalls nearer the dates. It was discussed if it would be possible to have a Christmas raffle in the surgeries again and Debbie said she would ask and feedback the response to Claire. Should it be possible Claire suggested that there should be a working group to organise this in plenty of time.

5. Aims and Objectives

Claire herself had no new plans for the year, other than to improve:

- communication - by reaching patients living outside the Nut Tree area
- recruitment by having an induction pack to welcome new members
- awareness of recycling developments at the practice

6. Any Other Business

PPG meetings could no longer be held at the practice during the lunch hour because they were now making use of the waiting room area all day. Claire had been offered a warm downstairs room at Scholars Restaurant in St Germans, free of charge for future PPG meetings to take place.

David explained that after a blood test recently, he was called back by the practice to have the test re-done. This happened several times and caused him some anxiety. He was concerned that others, maybe less robust than him, might also be caused anxiety about repeated blood tests. Finally he asked the Nurse why retesting was happening and he was re-assured to learn that they were simply monitoring his iron levels and it was nothing to worry about.

Debbie recognised the problem and explained that receptionists were not clinically trained. They therefore would not be able to explain to patients why they were being contacted to book a repeat blood test unless the GP had specifically advised them of the reason. Debbie said she would feed the substance of the concern back to the clinicians for their consideration.

7. Next Meeting - TBA

POST MEETING NOTE

Ref: Item 3 '*Equipment*'

The request for a new Doppler Machine was withdrawn - the Doctors are not prepared to pay any money towards the cost themselves and felt that the equipment was too expensive for the size of the surgery and the amount of doppler tests they actually carry out.

Ref: Item 4 '*Fundraising*'

After receiving feedback from the practice and discussions with Danielle and the fundraising group - it was been decided following the meeting that the PPG would not be holding a Christmas raffle at the surgeries this year. This is due to the unprecedented demand and pressure on everyone at the practice at present and the extra work a Christmas raffle inevitably involves, particularly for the reception team.

There will be up and coming local village events providing fundraising opportunities in November and December for selling cakes, other wares and a hamper could be raffled at the Priory Craft Fair. Claire will be asking other members to make an extra effort to support the team this year - homemade cakes and biscuits have always sold particularly well and Claire will advise other suitable items that the team would like nearer the time. Claire would arrange for cakes and other items to be collected if necessary.