

# PATIENT PARTICIPATION GROUP MEETING 22/6/2023

Quay Lane Surgery 1.00 - 2.00pm

**Those present:** Claire (Chair), Danielle (Vice Chair), Simon (Secretary), Margaret (Treasurer), Jane H, Jane L, Rosie, Margaret S-T Venetia and David

Practice Manager: Debbie Todd

Apologies: Glen, Emily, Hugh & Gerith

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## 1. Welcome and Apologies

Claire introduced new member Rosie to the group and welcomed everyone to the first PPG meeting in the practice waiting room since 2019!

Apologies were acknowledged as above.

## 2. Minutes from the 23<sup>rd</sup> March 2023 Meeting

The Minutes were agreed with the following amendment noted on Item 9 b)

*On occasions a patient will be asked in a text message to provide blood pressure readings. As it is not usually possible to reply to a text from the surgery David asked how he could submit his BP readings other than by telephone. Other members said they usually submitted their readings to the practice by email.*

*Debbie said it was not desirable for patients to be texting messages to the surgery - but it was possible for the the surgery in certain cases, to tick a box which enabled a patient to reply to that particular text. Debbie said she would ensure any text messages that patients could reply to, would state this in the message.*

## 3. Matters Arising – None

## 4. Treasurer's Report

Despite a large cash outflow in the year to 30<sup>th</sup> April 2023 there remained a healthy balance of £2,891.00 in the Bank account. This was thanks to Venetia and the excellent fundraising team!

After 13 years as Treasurer, Margaret was presented with gifts from PPG members and from the practice to show appreciation for her hard work. As she was stepping down from the role the accounts for Year End 2023 were ratified.

Proposed by David

Seconded by Danielle

## 5. Election of new Treasurer

Simon was duly elected as the new Treasurer. He, Margaret and David would be bank account signatories with two of these required to approve all payments.

## 6. Practice News & Questions

### Practice News

- Jessica Hirons the Social Prescriber had left Quay Lane Surgery and until a replacement could be found by the Primary Care Network (PCN), the surgery would be without the support she provided. Patients would however, soon have access to a remote Social Prescriber Link Worker who would be available to all 7 GP practices that make up the East Cornwall PCN for appointments bookable through reception for evening and weekend consultations.
- The practice had recently welcomed a new Clinical Pharmacist to work alongside Nicola. Tina Mistry, a remote pharmacist employed by a company called Bespoke Clinical Services offers appointments to patients for medication reviews, medication queries and is helping GPs with medicine management requests.
- Recently 2 new receptionists had been employed and settled in extremely well.
- The practice was working alongside Emily O'Reilly the Climate Resilience Officer for the North and East Cornwall Integrated Care Area (ICA). Emily was helping Quay Lane Surgery to achieve a bronze level on the Green Practice Toolkit. Some of the schemes had already been achieved; inhaler and blister pack recycling, SW Water had visited and reduced water pressure and capacity in cisterns. There was an issue with the blister packs as sadly both the Liskeard and Saltash Superdrug stores had withdrawn suddenly from taking them. The first 3 bags at the surgeries consequently were taken to Truro - the nearest Superdrug Pharmacy store in Cornwall. At a recent East Cornwall PCN meeting there was a big thank you to Quay Lane Surgery and Saltash Health Centre for the green projects they had been working on.
- The PPG medicine delivery service to the housebound and most vulnerable patients was increasing its deliveries with the introduction of weekly dosette boxes. These were made up specially for certain patients prescribed multiple drugs to be taken 3 or 4 times a day. Guidance had changed from monthly to weekly dispensing for these particular patients.
- Quay Lane Surgery was now referring and issuing Food Bank vouchers to patients for Saltash Food Bank. Patients were being made aware with information in the waiting room, via the practice website, Facebook page and in the Nut Tree.
- Claire May wished to thank the PPG for providing the goody bags. They were well received by the children, and the PPG had recently received an email of thanks from a parent.

## Questions:

Simon asked how many patients were registered with the surgery and had this number increased or decreased in recent years?

Debbie explained that for many years it had remained quite static around 4,500 patients. The current list size was 4,565 out of which 4,440 (98%) were dispensing patients. Being a green belt area, there had not been many new housing developments as yet, in the area.

At Quay Lane there was a higher-than-average population of patients aged between 50 to 79 years in both the PCN and in England.

When Debbie joined the practice in 2012 there were:

- 4,500 patients
- 3 doctors doing 21 clinical sessions per week.
- Nursing team doing 30 hours per week

The Doctors left work on time and there was no need for additional hours.

Now they have 65 more patients and are unable to cope with demand despite having:

- 5 doctors doing 25 sessions per week,
- Nursing team doing 60 hrs per week
- clinical pharmacist doing 26 hours
- Additional roles doing 18 hrs

The reception team had grown from 5 part time to 2 full time and 5 part time.

The dispensary team had grown from 3 part time to 7 part time.

It highlighted how demand for GP services had changed over the years. Since the pandemic for instance, Covid had left many patients with chronic symptoms, people were waiting longer for operations and becoming increasingly unwell. Patients were generally living longer and with appropriate support in place, were managing to cope with long term conditions for longer in their own homes.

Daniella asked for an update on the LIVI service:

Debbie said the total number of patients registered with LIVI at Quay Lane was 951

LIVI provides remote consultations with an NHS GP (not a GP from Quay Lane Surgery). These GPs are linked to the surgery and to the dispensary. A smart phone or Tablet is needed in order to download the LIVI App. Many patients find this service very helpful.

As well as booking an appointment through the app, patients can also book an appointment through reception. There were generally appointments available the same week, although on occasions it was busier during holiday periods.

## **7. Fundraising**

Since the last meeting a £100 had been raised from a Table Top sale in St Germans with cakes selling particularly well. A further £14 was made from the sale of books at the surgery. The Hessenford fete would be taking place on 5<sup>th</sup> August giving another opportunity to raise funds for the practice.

Rosie asked if the PPG like the W. I. displayed the ingredients on all food items they sold. A lot of discussion followed around the requirement for this and best practice regarding allergens. It was agreed that this would be discussed again under Fundraising at the next meeting.

## **8. Items for the next Agenda - None**

### **Next meeting:**

The AGM - St Nicolas Church, Downderry on Thursday 28th September at 10.30am