

QUAY LANE SURGERY

PATIENT PARTICIPATION GROUP MEETING

Wednesday 1st December 2021 at 2.30 - 3.30pm

(By NHS Microsoft Teams)

Those present: Claire (Chair), Danielle (Vice Chair), David, Jane, John, Venetia and Gerith

Practice Manager: Debbie Todd

Apologies: Margaret S (Treasurer), Maurice, Teresa, Rachel and Margaret S-T

1. **Welcome and Apologies**

Claire welcomed everyone and thanked Debbie for hosting the meeting on NHS Microsoft Teams.

Claire was delighted Rachel had recently joined the PPG as a full member. This was in response to an article in the Nut Tree. Rachel works from home and hopes to attend future meetings. Claire was arranging to meet Rachel in person, welcome her properly to the group and discuss ideas.

Apologies were received as listed above.

No questions or suggestions for the agenda were received prior to the meeting.

2. **Minutes from the AGM and meeting that followed held on the 12th May 2021**

The minutes were agreed as an accurate record by all present.

Proposed by Venetia Seconded by John

3. **Matters Arising** - action point Item 5. was discussed.

Claire said access to the PPG bank accounts was a concern should Margaret suddenly become incapacitated. Gerith and Danielle reported they had made little progress becoming signatories. David was late joining the meeting, missed the discussion and so Claire followed up with David after the meeting.

Post meeting note - Margaret had previously stated that David was still showing as a signatory. David confirmed to Claire that he would be happy to have joint online access with Margaret to the PPG accounts. This should be possible, as the practice have business accounts with NatWest where two people at the practice are able to access accounts with their own personal log in details.

ACTION POINT - Margaret to arrange for David to have access to the online PPG bank accounts.

4. **Treasurer's Report**

Claire gave an update on Margaret's behalf having received the bank statements the week prior to the meeting. Recent activity and monies paid in:

A grant of £1000 had been received from St Germans Parish Council to enable the PPG to fund 2 oximeter neonatal and infant wraps; one for each surgery. Claire explained that this particular piece of equipment had become unavailable for the moment. Claire informed the Parish Council of this, and they advised that the cheque could be paid in and ring fenced until March 2022 in the hope that the equipment would soon become available again. The Parish Council also suggested to Claire that with written permission of the Council the grant purpose could possibly be changed.

ACTION POINT - Claire and Debbie to liaise on availability - February 2022.

£370.00 was in the process of being paid into the PPG account by bank transfer from St Germans Community Shop. This was specifically to fund 8 cardigans and 2 fleeces for the reception staff now the doors were open at the practice. This was given by the community as a special gesture of kindness - just as Tideford community funded fleeces last year for the dispensary team working in the cabin.

The balance of the Current and Reserve Account together would therefore stand at

£3,421.00

5. **Practice News**

COVID Vaccination Clinics were being held on the 3rd, 4th and 17th December at Saltash Football Club. Debbie explained that they had struggled to fill the slots due to many going to the mass vaccination centres in Plymouth. As yet there had been no news about the new Omicron variant and expanding the booster program. There was a shortage of volunteer vaccinators and administrators to run the clinics which was a concern. Flu vaccinations were ongoing at Quay Lane Surgery, text messages would be going out and eligible patients should contact the surgery now to book their appointments.

Staffing. Debbie said she had been successful in recruiting into all the vacant reception roles and was providing one extra receptionist to the team. Judy Floyd would become entirely office based as Reception Administrator and would be relieving some of Debbie's workload too as Practice Manager. One of the most experienced receptionists would become Lead Receptionist. This restructuring was for a number of reasons, but primarily to relieve the pressure on overtime hours.

Dispensary was almost back to full capacity having lost a staff member in October. They too had restructured their work flows and had massively improved turnaround times. Collection times were now 3 days on average, but they were still asking patients to allow one week incase of any delays.

COVID Guidelines had not changed and social distancing which limited the amount of patients in the surgery at any one time, was still necessary. This meant that telephone triage was offered with the GPs in the first instance, with only those with a clinical need having face to face appointments. Mask wearing had been problematic with many patients, and there had been some very unpleasant and difficult situations with some patients refusing to wear a mask.

Holiday queries from patients about their COVID passports had been on the increase and some patients had been getting very frustrated. The 119 service was supposed to be dealing with these enquiries but had been referring patients back to their practices. The 119 service have since been advised by NHSE that they must sort out these queries for all patients in future.

Frontline staff must all now be double vaccinated by April 2022. This was now written in the staff policy and was a new condition of employment in the NHS.

The Main Building had suffered a leaking roof and broken toilets. Sadly the fish tank has gone from the waiting room after it too sprung a leak and so the fish had now been re-homed. There were plans next year to re-paint the inside and outside of the building and smarten up the waiting room. They would probably need to replace the chairs. Consideration once again would be given to purchasing bariatric and perching chairs.

Going Green - East Cornwall PCN was jumping on the COP26 wagon and was making a start going green. Gemma at Oak Tree Surgery was the PCN champion and would be encouraging practices to make small changes each month. These could be swapping to green friendly inhalers, recycling of inhalers (which they already do at Quay Lane), switching electricity tariffs etc. Gerith had spoken with Claire about developing recycling of medical blister packs before, and it was certainly another opportunity for the PPG to be involved.

Venetia and Jane asked about the abuse staff were enduring and Debbie explained that it was sometimes on a daily basis that they were shouted at by patients. This was partly what had lead to them losing 60% of the reception team! When this happens patients receive a letter from the practice warning them that future outbursts could result in them being removed from the list of registered patients at Quay Lane Surgery.

6. **N.A.P.P. Membership Renewal**

The PPG had been affiliated members of the National Association of Patient Participation for approximately 10 years. What was the benefit and should the PPG renew its membership (due February 2022)?

The following considerations were discussed

- Cost of £40 a year
- Having no charity status as was thought
- No regular bulletins
- Now an online forum with log in access only - so difficult for sharing information with members

Gerith asked if the PPG had access to enough information...Claire explained that she attends the East Cornwall PPG Umbrella meetings every month and that no other PPG groups in East Cornwall were members of the N.A.P.P. Claire sends out the excellent CAP/PPG bulletin every week to all members specially created by NHS Kernow's Engagement Team. She suggested that members could join the Patient Association at no cost if they wished to receive more information.

Those present agreed **not** to renew membership in February 2022

Proposed by David

Seconded by Venetia

7. **Chair's update**

Drop in - Wellbeing Hubs

Claire explained how Social Prescriber Jessica Hirons was now running a hub in Torpoint Library to offer support to many in the community - to promote better physical and mental health and to provide access to a wealth of local support organisations in a friendly informal community setting. Jessica hopes to set up a hub in both St Germans and Downderry in January - Covid permitting. She is looking to the PPG for volunteers. Claire sees this as an opportunity to be involved in promoting and encouraging patients to take more responsibility for their own good health and wellbeing.

Venetia offered to be a volunteer in both St Germans and Downderry when the time came - Claire agreed to keep the group up to date with developments and to invite Jessica to join the next meeting to explain her plans in more detail.

Integrated Care Services (ICSs) - a brief Introduction

The NHS was originally set up to provide treatment for acute illness, but it now needed to deliver joined-up support more effectively for growing numbers of older people and people living with long term conditions. As a result, the NHS and its partners need to work differently by providing more care in people's homes and the community and breaking down the barriers between services.

Claire explained that the central aim was to integrate care across different organisations and settings including the voluntary sector; joining up hospital and community based services, physical and mental health, and health and social care.

The East Cornwall PPG Umbrella group recently organised a focus meeting with the Community Network Panel for East Cornwall to represent patients in future plans. Claire sent out an email to the group asking members if they were interested in attending.

Discussion followed about the seriousness of the current situation. The problems now facing the NHS were simply enormous. Claire said she hoped the PPG would focus on supporting the practice and play a part in caring for the community.

8. **A.O.B.**

There was no other business.

Christmas greetings were exchanged and Claire thanked those attending and Debbie especially for enabling the PPG to remain actively involved throughout the pandemic.

Debbie thanked the PPG for their friendship and support.