

QUAY LANE SURGERY

PATIENT PARTICIPATION GROUP MEETING

Wednesday 1st June 2022 at 2.30 - 3.30pm

(By NHS Microsoft Teams)

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

Practice Manager: Debbie Todd

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

1. Welcome and Apologies

Claire welcomed those who attended and thanked Debbie for hosting the meeting on NHS Microsoft Teams.

2. Minutes - 1st December 2021

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

Proposed by: Danielle

Seconded by: Jane

3. Matters Arising

Post meeting note - (Item 4. 1st December 2021 Minutes) Availability of the Paediatric Oximeters: an update was emailed to members on 5th March 2022. The equipment was supplied in the end by the NHS. The use of £1000.00 grant from the St Germans Parish Council was officially changed and approved on 28th February 2022 for funding new equipment; possibly a BP pod for the Waiting Room.

The grant expires October 2023.

4. Treasurer's Report

Claire gave an update on Margaret's behalf having emailed the bank statements and Account Summary (April 2021 to April 2022) to full members for review on the 23rd May. There were no questions for Margaret regarding the Accounts.

It was agreed that the accounts would be formally ratified at the AGM later in the year.

The balance of the Current and Reserve Account combined stood at **£4,397.00**

(Item 3. 1st December 2021 Minutes)

Regarding signatories and access to the accounts.

Claire called a meeting of the Committee Officers on 18th May 2022. Despite Margaret's greatest efforts - the NatWest were not recognising any signatories which she had previously organised. Margaret felt very frustrated with the NatWest in Plymouth and so the Committee thought it wise to move the PPG money to Lloyds Bank in Liskeard opening a Current Account called a 'Treasurer's Account' and ensuring a signatory or signatories were arranged at the outset.

The Lloyds Treasurer's Account offers:

- Free banking for charities (registered or unregistered).
- Local Branches in Liskeard, Looe and Saltash.
- Joint online access with a signatory.
- Paying money in can be done at any Post Office.
- A free switch to Lloyds Account Service (within 7 working days).

Margaret confirmed she was in favour of the move to Lloyds providing members agreed. There were no objections and the proposal was carried.

Proposed by: Jane

Seconded by: Gerith

It was discussed if members were happy to fund the Goodie Bags for pre school immunisations. Claire explained that although the price per bag had gone up over the 12 month trial period, the Nurses were using less bags than anticipated. The cost was therefore estimated at between £100 to £200 a year.

Proposed by: Danielle

Seconded by: Gerith

5. The AGM and updates to the Terms of Reference

On the 18th May the Committee Officers met and discussed holding the AGM at the end of September / beginning of October 2022 instead of May (providing it was within 6 months of the year end accounts). This would be a trial to be voted on for the future at the AGM. The reasons were around difficulty in parking at St Nicolas Church in the May holiday season. May was also a time when members were more likely to be away themselves. All agreed.

Claire asked Debbie if she would amend the Terms of Reference on the practice website regarding the PPGs membership to the National Association of Patient Participation, which was terminated in February 2022.

6. Practice News and Discussion

Debbie explained that Dr Thomson was retiring from general practice on 30th June. Dr Ayla McCamphill - Rose would then be starting 2 days a week on a 2 year contract with the intention of becoming a Partner.

Dr Emma Knight was remaining on a 12 month rolling contract as a salaried Doctor for the moment.

A new long term locum, Dr Obi (short for Dr Obiora Oraegbunam) was also joining Quay Lane Surgery for 1 full day a week for remote telephone consultations which would take pressure off the existing GPs who were working at full capacity. Dr Obi would also be starting at the beginning of July.

Gerith asked as a Patient of Dr Thomson, if she would automatically be registered with Dr McCamphill - Rose or Dr Knight? Debbie explained that registration would be transferred to Dr Fullalove or Dr Carty as registration had to be with one of the Partners. If Gerith preferred to see one of the other GPs, then she could be assigned to either of the other Doctors.

The practice were moving away from triage and offering patients a choice between a face to face appointment or a telephone consultation.

Online booking of appointments would soon become available again not only with GPs but also to book with a Nurse, First Contact Physio, Pharmacist or Social Prescriber.

The new telephone system had been successfully installed and the practice could see the benefits of having more functionality. There had been some negative feedback, but overall it was proving very successful. It was particularly beneficial having a telephone line to the cabin which helped the dispensary team and enabled more use of the adjacent consultation room.

Infection control and the wearing of masks in health care settings had been lifted in Wales and Debbie felt sure that NHS England would soon follow suit.

Gerith said a friend of hers thought the outside of the building was looking scruffy and wanted to know what plans were in place for maintenance in general. Debbie explained that they would be redecorating the inside and outside, but it would most likely be next year. This year the Partners, who own the building themselves had to install a new alarm system, a large section of new roof was needed and they were soon to replace the air conditioning system.

In the near future Patient notes were going to be digitalised, which would free up a large space behind reception. They would therefore be re-designing at that stage and making improvements throughout. Claire said there was money in the PPG account ring-fenced for extra equipment in the waiting room to improve patient experience.

Jane asked if Dowlerry Surgery's future was secure. Debbie explained the building was rented but that they had 4 more years left on the contract. The Landlady died in October 2020 and since then the building had been under probate. It was hoped that the contract will be renewed, but if for any reason that wasn't possible, alternative accommodation for Dowlerry Surgery would be sought.

Discussion followed regarding the waiting room at Quay Lane Surgery. Several members commented on the radio being too loud. Debbie said the radio had broken and was no longer in use. Was the water dispenser in use? Debbie said yes, it had always been in use except during the 1st Covid lockdown. Would the bookshelf be used again? Debbie said she would like to see it in use once restrictions were lifted. The children's play area would be reinstated too.

Margaret had thought the cabin was no longer being used for dispensing and this was causing congestion in the waiting room. Debbie said the cabin was being used more than ever, unless there were staff shortages.

Claire asked Debbie if the PPG would be able to meet again at Quay Lane Surgery as they did before the pandemic and Debbie thought this would be possible again once the Covid infection control measures were eased.

7. A.O.B

Gerith gave an update on her research regarding medical blister pack recycling with Superdrug. Nobody seemed to be able to help and advise and so it felt like a wild goose chase. Debbie offered to try and find out more from the Primary Care Network as they were already recycling inhalers.

Claire gave a brief overview of the other new initiatives being developed in the East Cornwall Primary Care Network.

- Virtual and face to face group clinics for diabetes type 2 patients
- Enhanced Care Services in Care Homes
- A PCN managed app to identify patients with atrial fibrillation
- Targeted lung health checks for smokers and ex-smokers of over 65 years
- Wellbeing Hubs and community engagement
- Virtual Menopause support and consultations with specialist GPs.

Claire congratulated Venetia, Gerith and Jane for raising £81.00 at the Downderry Soup and Pud event in March. The first PPG fundraising event since Christmas 2019 and the most ever raised at a Soup and Pud. Thank you too to Margaret S-T for donating the lovely cakes.

The meeting rounded up at 3.36pm. Claire thanked Debbie for her time and commitment to the PPG. Everyone was looking forward to the AGM and meeting in person again at St Nicolas Church in Downderry in the autumn.

AGM - Date: To Be Arranged.