Quay Lane Surgery

Patient Participation Group Meeting

St. Nicolas Church, Downderry

9th January 2020

**Present:** Claire (Chair), Debbie Todd Practice Manager (Minute Taker), Margaret (Treasurer), Venetia, David, Nigel, Danielle, Pauline, John, Maurice, Beth, Jim and Jessica Hirons, Social Prescriber for Quay Lane Surgery

1. **Welcome and Apologies**

Claire welcomed everyone to the meeting and gave apologies for Margaret S-T, Gerith and Lucy. Amanda joined the group a short time ago and due to moving out of the area has had to resign her position. Thanks were given to David for organising the venue and heating for the church.

1. **Welcome to QLS Social Prescriber**

Jessica Hirons, Social Prescriber was welcomed to the meeting and introductions made. Jess grew up on the Rame Peninsula and lives in Millbrook. She has extensive knowledge about communication groups and services within the local communities which helps to link patients to these services. There are a long list of things that she can offer support with linked with community resilience as well as national groups. She works for Age UK and can see patients of all ages including young families.

She works with Quay Lane Surgery, Saltash Health Centre and Port View Surgery in Saltash and Rame Group Practice in Torpoint. She will be working at Quay Lane Surgery every Thursday offering a variety of face to face appointments and home visits; she is happy to be flexible to cater to patient’s needs. She will initially see clients for 1 hour and then will see them again for follow ups after 6 weeks, 3 months and then 6 months. Patients can be re-referred after 6 months if needed. She can only see those patients with mild to moderate mental health issues and is unable to help patients with addictions. There is a lot of information about Social Prescribing on the NHS Website under Personal Centred Care. Leaflets are available at the surgery with her contact details on.

She is happy to receive direct referrals from patients as well as clinicians. The point of this service is to stop patients from seeing the GP for Social issues that can be helped by a Social Prescriber. Jess feels that the role of the PPG is to raise awareness and tell their family and friends about the service. Many patients are isolated and don’t feel comfortable getting contacted by a stranger so Jess would need consent from the patient to see or contact them. If the PPG are aware of patients who may fit this category then please let the surgery know. Equally if patients have issues with transport then she is able to link them with buses or transport for trips and local events.

You can access information about local events via Cornwall Link Website – Inclusion matters. She has done extensive research in the local area by looking at notice boards in Churches and shops. Jess would welcome information about groups and events from the PPG and invites the group to e-mail either Claire or her directly. Any information that she gets is also e-mailed to Cornwall Link. Nigel collected this information years ago as part of the Living Well Pilot and worried that it might be out of date. Jess confirmed that Cornwall Link update their details every six months.

Jess has a small fund available to cover costs for a short term if patients have concerns about joining paid groups. Services often have ‘funding pools’ and also Parish Councils are happy to be approached. Jess confirmed that she is currently a Parish Counsellor in Rame.

Social Prescribing is a new service to this area but has been piloted in some areas for some time.

Jess confirmed that she works to strict protocols when performing home visits to aid security around lone working. She will contact the surgery before and after the visit with the surgery following up should she not call back.

The current contract is for 12 months after which it will be reviewed by the PCN’s although this is an NHS England initiative being rolled out all over the country. Jess is measuring her effectiveness by taking statistics and hopes that the service will continue.

Does Jess know about film evenings/theatre group and community bus at Downderry? Jess would invite the PPG members to let her know about all local events.

The PPG felt that it would be nice to have a piece in the next newsletter and invited Jess to write an article. They also thought that it might be nice to put an article in the local Nutree and Directory.

Jess is attending the Umbrella Group next week and is planning to meet up with other local and county wide Social Prescribers.

Jess thanked the PPG for letting her attend and looked forward to hearing from them all with details about local services.

1. **Minutes of the Last Meeting**

These were deemed accurate by Beth and David.

1. **Matters Arising**

Danielle has put herself forward for the position of Vice-Chair. Venetia was happy to propose and Margaret to second the proposal.

Claire is thrilled that Danielle will be joining the committee. She feels that she will make a great vice-chair and will be well supported.

1. **Treasurers Report (Margaret)**

The funds at the present time:

£1,232.21 current account

£2,938.86 savings account

Since the last meeting Margaret has been successful in recovering monies from the bank for the bounced cheques.

Monies raised since the last meeting:

Book Stall £30.75

Raffle £504.85

Priory Fayre £154.60

Table Top Sale £107.82

Monies paid out included £55.00 & £52.82 for the hamper and table

Donations received £407.29 (Buckingham and Pengelly)

Outgoing costs included:

Newsletter £106.20

Perspex holders £33.20

PPG name badges £39.20

Stamps £7.32

and

Equipment £552.74 (trolley, leaflet cabinet and ear irrigator for the surgery)

Claire asked if the money spent on the Newsletter was justified. David said that the donation received from a patient via Venetia was a direct consequence of reading the newsletter.

1. **Practice News (Debbie)**

The surgery are delighted to announce that after 11 months of advertising for a Chronic Disease Nurse they have finally recruited. Tracey Viney is a Diabetic Nurse and is joining the team in February, she has extensive knowledge and experience with Diabetes.

There is a new Clinical Pharmacist, Andrew Mole, joining the practice in February. He will be working alongside the GPs. He will be helping the practices with clinical support and prescription processes. He will also be offering face-to-face appointments for patients who require a medication review or have medication queries.

Due to the change in clinical IT system last year it has been necessary to extend the collection period for prescriptions from 2 to 3 working days (4 for Downderry). This is a permanent change due to a variety of reasons (the new system is slightly slower, there have been multiple medications out of stock and there has been a huge increase in the number of prescriptions issued each month). The recommendation for patients is to order medication one week before they need it to allow time for the dispensary to process the request. The surgery will only process prescriptions for a one month supply; however, if patients are going on holiday then it is okay for them to request a double order.

1. **Work in Progress/Updates (Claire)**

The GPs have reviewed the samples of flooring for Downderry and agreed that it must be guaranteed to be non-slip (for Health and Safety reasons). Jim has some questions around the flooring and the decision made at the last meeting. Claire hoped that his questions would be covered in her update. Claire confirmed that the carpet would be lifted and replaced in the waiting room, hallway and consulting room. Jim asked who’s responsibility was the flooring - is it the surgery or the landlord if rented? Debbie confirmed that the surgery was rented by the practice and in the event that notice was given then the flooring would not be taken up. Debbie confirmed that there were no plans to move out of Downderry Surgery; the property was rented with a 10 year lease with 2 break clauses. The décor and furnishing inside and out is the responsibility of the tenant. The landlady is only responsibility for the structure of the building.

Claire had found it difficult to find suppliers for this type of flooring. It is important that it is slip proof even when wet particularly at Downderry. It also has to be visually nice and hygienic. The company in Bodmin have quoted £1,550.00 but the quote was subject to a floor plan provided to them. The actual price would be subject to them doing their own measurements. There are separate rules for flooring in ‘treatment rooms’ which has to fit Infection Control criteria and go up the wall slightly. It isn’t necessary for consulting and waiting rooms to laid in this way.

Claire has applied to the Parish Council for a grant of £1,000. She is selling the request on the back of the excellent service that is provided for patients by the GPs and that it would be wonderful gesture by the Parish and PPG to give something back. She is asking the PPG to fund the difference. There is a guarantee on the flooring of 10 years for the product and 15 years for the anti-slip.

David proposed that the PPG approve the request regardless of whether the Parish Council provide grant money. There is enough money in the PPG fund and the GPs provide a valuable service. There was a show of hands and a majority vote was taken to go ahead with the project.

Claire will arrange for the flooring company to measure up and invite the GPs to pick a suitable colour. Debbie said that it is likely to follow the blue theme which runs through both practices. Jim asked if the surgery would be closed during the change. Debbie confirmed that they would try to keep disruption to surgeries minimal but it did depend on whether it was necessary to put screed on the floor overnight.

It was asked if a plaque could be put up at Downderry on completion of the flooring to acknowledge where the funding came from. Debbie thought this was an excellent idea.

Claire thanked everyone for agreeing to fund the flooring; it was an unusual request because predominantly funds were spent on medical equipment.

**First Aid Courses:**

Claire has had no response for her request for Community First Responders so has been thinking about training people on First Aid and has applied to the St. Germans shop for funding.

Nigel confirmed that the Red Cross charge £300 + VAT for 12 people; however Kernow Training Solutions charge £225.00 (inclusive of VAT) for 15 people; both courses are non-certified. They are able to offer training on a Saturday morning from 9 – 1pm. It was suggested that the British Legion at Tideford could possibly host the event.Nigel will arrange a date and then advertise the event. If it could coincide with the next newsletter then a delivery to all in Tideford could be arranged which might generate some interest. The next newsletter is due to be rolled out in April so Nigel will look at arranging a date for May. Danielle felt that the British Legion was traditionally frequented by older people and wondered if there was another venue that would generate interest from a younger audience. Nigel said that it was a good venue and had a kitchen. If we could get younger people involved then we might be able to generate some interest in a Community First Responder group.

**Newsletter:**

Claire asked for feedback on the newsletter. She had just taken up the position of Chair and felt that it had been a rush to get the newsletter edited and printed with the help of Margaret S-T. It was felt by the group that the newsletter was much improved and that it is more eye-catching in colour. The paper quality could be a bit stronger as the leaflets were floppy in the dispensers.

Claire wondered how many should be printed next time. It costs £105.00 for 1,000 with not much reduction in price for 800 (which was the number printed last time). The PPG were happy for Claire to go ahead and print 1000 copies again.

Claire asked that members e-mail articles for the newsletter to her directly.

**Fundraising:**

Venetia is hoping to do a table top stall in April. The table costs £7 which she would like to take out of the takings (previously she has covered the cost herself).

She is receiving a steady flow of money from the book stall and will soon be selling DVD’s for 50p.

Venetia will confirm dates of events ahead of the next newsletter and asked that members let her know of any local events that she could attend.

Venetia asked if the PPG could invest in a pull up banner for her to use at events and also a banner to use on a small table. There is a PPG banner kept at the surgery but it is too large to use on small table events. Claire will look into this for Venetia.

1. **AOB**

David suggested that unless it is a tabled item that AOBs are not taken at meetings, the chair should be notified in advance. Claire felt that for meetings held at the practice it was certainly difficult to find time for AOB.

Claire found the informal meeting held in December very helpful and felt that the next meeting should coincide with the handing out of Newsletter for distribution. Debbie also stressed the difficulties finding time to type up the minutes when they were being held bi-monthly. Margaret thought that it would be better to hold an update meeting with concise notes of any decisions made, rather than an un-minuted informal meeting, and everyone agreed to this. Thanks were given to Pauline for offering to take notes for the next meeting.

Nigel is currently looking at Discharge and re-admissions at Derriford as there seems to be an increase in patients being re-admitted within a month. He asked that if anyone knows of patients who were re-admitted within 30 days then to let him know. MRI and CT scanning at Derriford currently has the longest waiting list in the UK with main issues being around the lack of staffing and equipment. The diagnostic department were heavily criticised by the CQC; although still criticised at their last visit the department was improved. The hospital is currently under an OPAL4 alert which is a critical level – operations are being cancelled and wards being shut down due to there being no available beds.

The date of the next meeting was decided and Claire thanked everyone for attending.

**Date of Next Meeting:** 1.00pm – 2.00pm, Thursday 2nd April

Quay Lane Surgery