Quay Lane Surgery

Patient Participation Group Meeting

Thursday 18th July 2019

**Present:**

Debbie Todd (Practice Manager and Temporary Chair), Margaret S (Treasurer),

Claire (Minute- Taker), Margaret S-T, Beth, John, Jim, Maurice, Gerith, David

and Nigel.

1. **Welcome and Apologies**:

Debbie welcomed Claire from Seaton to the group as minute-taker. Apologies were received

from Pauline, Venetia and Danielle.

2. **Minutes of the last meeting (22nd May 2019)**

The minutes of the last meeting were read and agreed to be an accurate record of the previous meeting proposed by David and seconded by Beth.

3. **Matters arising**

Ref:2.1Nigel still to arrange the next First Aid Course in Tideford, hoping to get some funding from local businesses.

Ref:7.Nigel said he had researched perspex leaflet dispensers for distributing the Newsletters in local shops but found them quite expensive unless ordered in large numbers. Debbie said

she has a spare A5 leaflet holder he could have to show shop keepers.

Nigel acknowledged that the next Newsletter usually goes out in September or October and

he would endeavour to get these organised in time.

4. **Treasurer’s Report**

**INCOME TO SAVINGS ACC. £1.62**

**INCOME TO CURRENT ACC.**

Books  **£ 61.13**

Other fundraising  **£113.85**

Grants **£263.00**

Donations **£110.00**

**Total £547.98**

**BANK TRANSFER**

Savings to current acc. **£200.00**

**EXPENDITURE**

Digital camera **£118.98**

Owing for the chair covering **£199.77**

5. **Fundraising:**

Margaret S commented that Venetia was consistently raising funds; drip feeding money in throughout each year, and everyone present acknowledged the hard work she puts in.

6. **Practice News - update:**

6.1Debbie started by saying that the Practice has successfully recruited two new Receptionists but they were still trying to recruit a Long Term Conditions Nurse.

6.2 Dr Moore will be returning at the beginning of August for one day a week. Patients registered with Dr Moore have received a letter advising them that their registration will be transferred to one of the other GPs.

6.3 Debbie explained that they were due for the annual telephone call from the Care Quality

Commission which involves answering twenty questions. Should the CQC have any concerns there will be a follow up visit. Debbie is hopeful that a visit from them will not be necessary.

6.4 Migration to the new I.T. System is now well under way with the ‘Waiting Room’ online facility due to be shut down on22nd of July. The Surgery will be open for its normal opening hours but will be offering limited appointments for urgent care only whilst the staff undergo training, setup of smart cards and login details during the week prior to and during migration. Downderry Surgery will close on Tuesday 6th August, all day.

Debbie explained that printed leaflets had been going out to patients with instructions and that some repeat prescriptions had been doubled to get patients through the period. Nigel suggested distributing the information leaflets to shops in Tideford and Bethany. Gerith passed around the leaflets from reception to show the group. Debbie confirmed that an email was sent out to all those registered with the ‘Waiting Room’ and Claire confirmed that she and her husband had received the email.

6.5 There followed general discussion about the new system which is paid for by the Primary Care Network, the Practice accepting the offer of a ‘Check-in’ screen and a general information screen. Other benefits were also discussed and Debbie explained that with all the Surgeries in Cornwall soon to be on the new system, accessing patient information between different

Surgeries will be much easier. Quay Lane is one of the last Practices to go over on to the new clinical system. Once everything goes live, patients from the old ‘Waiting Room’ will be sent an email from the new ‘Patient Services’, with a link and instructions how to access their personal information.

6.6 Jim and Maurice raised concerns about not having access to the internet and David reassured them that because of this, they will not be affected by the new system itself, but regarding the new ‘Check-in’ screen, the question was asked, ‘would a Receptionist be able to stand at the ‘Check- in’ screen and show patients how to use it’.  Debbie explained that this would only be possible if there was a 'spare' Receptionist available. However, there will always be a

Receptionist available for patients to check in at the reception desk. Claire offered to come in to the surgery during the first week or so, to provide assistance to patients with the new screen. David suggested we would need to provide this support both in the mornings and the

afternoons. Debbie agreed to notify members of the PPG with the new ‘Check-in’ start date, so the PPG could organise some assistance.

7**. AOB**

7.1Nigel told the group about a Post Discharge Questionnaire he was involved in at Derriford Hospital. There were issues surrounding the use of St Barnabas. They are working with the Neighbourhood Plan regarding Saltash and improving the care facilities in the area.

7.2 Beth asked if anyone would be prepared to step forward and become Chair of the PPG. She offered her support and guidance to whoever might be thinking about it and said it wasn’t

an essential requirement to attend every Umbrella Meeting.

7.3 The next Newsletter was discussed and Margaret S-T offered to work on it for the autumn edition. Claire offered to help but Beth advised it should not be done without a Chair person in place. Claire and Margaret S-T were happy to attempt to put a Newsletter together with so much to cover with the Practice having by then successfully migrated to the new clinical system, patient service and ‘Check-in’ screen. David suggested we should also include some

information about flu vaccinations for the winter.

ACTION POINTS

| Ref: | NAME | ACTION |
| --- | --- | --- |
| **3.** (2.1)  Carried over from 22/5/19 | Nigel | To organise the next First Aid Meeting at Tideford. |
| **3.** (2.7)  Carried over from 22/5/19 | Nigel | To organise leaflet holders in local shops to display the next Newsletter. |
| **3.** (2.7) | Debbie | To give Nigel a spare A5 perspex leaflet holder to show shop owners for displaying PPG newsletters. Newsletters are due to go out again in September / October. |
| **6.** (6.6) | Debbie | To notify PPG members of the new ‘Check-in’ start date, so patient  assistance can be organised. |
| 7. (7.3) | Margaret S-T and Claire | To start work on the next Newsletter for October. |

**Date of next meeting:**

Gerith gave her apologies for not being able to attend the next meeting.

**DATE: Thursday 17th October**

**VENUE: Quay Lane Surgery**

**TIME: 1.00 - 2.00pm**