

**QUAY LANE SURGERY
PATIENT PARTICIPATION GROUP
Annual General Meeting**

Thursday 10th October 2024
Quay Lane Surgery 1.00 - 2.00pm

Members present: Claire (Chair), Hugh (Vice Chair), Simon (Treasurer / Secretary), Emily, Danielle, Margaret, Venetia, Rosie, Jane, Kim, Gerith, Pam and Tony

Practice Manager: Debbie Todd

Apologies: David

1. Welcome and Apologies

Claire welcomed everyone to the AGM. Apologies were received from David

2. Minutes from the last AGM 28th September 2023

The minutes were agreed.

3. Matters Arising

There were no matters arising.

4. Treasurer's report

The 2023/24 accounts were ratified at the last PPG meeting. That year was very successful with a £580 doppler and £926 of waiting room chairs purchased, however a cash surplus was still achieved.

Since the last meeting, expenditure was £20.50 to acknowledge the National GP Survey Results, £268 for an ear irrigator and £423 for a medical trolley.

£8.90 of bookshelf income was received in July.

Bank balance **£2,692.00**

5. Chair's Year End Report

It had been another successful year and membership had risen again to 30.

Danielle stepped down after many years as vice chair at the last meeting. Hugh was elected and warmly welcomed as the new vice chair.

The PPG had managed Dr Fullalove's retirement collection. After Dr James Moore and Dr Penny Thompson's retirements, it marked the end of an era - and the birth of a new and exciting chapter for the surgery.

Communication remained the main purpose of PPGs as with better understanding there was less frustration and more co-operation. Claire thought the Nut Tree articles were a good way to provide helpful information for patients.

Fundraising had again been extremely successful! Venetia had organised several events over the year for which she had been generously supplied with cakes, preserves, books and luxury Christmas hampers - all donated by members.

200 Goodie bags had also been provided to the Nurses over the last few years for children having pre- school immunisations.

Medicine deliveries to the most vulnerable continued and was greatly appreciated by the dispensary team.

Claire thanked Hugh and Simon and every member in the group for making the PPG so special. She gave particular thanks to Debbie for her support and guidance throughout the year.

6. Election of Officers

Claire agreed to do another year as Chair, but would be happy to step aside if anyone else wished to put themselves forward.

Simon was re-elected for another 12 months as Treasurer / Secretary however, he will be relinquishing the Secretary role at the next AGM.

Following the AGM

1. Practice News

- Dr. Moore had settled in well and had become popular with both staff and patients.
- The practice would be closed for training on the afternoon of 23rd October. They are allowed up to six half-day closures per year. Patients would be informed via Facebook and text message closer to the date.
- The practice was in the process of rebuilding the website to conform to national standards, as the current one was over 14 years old. Patients would be notified ahead of the go-live date via Facebook and text message. It was expected to go live in 2 weeks time.
- The digitalisation of records had been a complex project. Despite some snags, they were confident that 97% of patient records had been digitalised. They will store the remaining 3% and continue to store newly registered records until the national digitisation project begins.
- They were confident that renovation work would commence in January after receiving acceptance of their plan. However, the ICB advised that Minor Improvement Grant funding would not cover furniture or equipment such as computers, which were a significant part of the application. Therefore, they had to withdraw the funding request but hoped to proceed with a smaller project in the New Year. The full refurbishment costs would be in the region of £15,000
- The Council grant request for funding to re-line the car park had also been turned down. They received two quotes one for £3,000 and one for £949.00! They were considering whether the PPG might be interested in funding this, as it would benefit patients.
- The portacabin roof had failed and was leaking. It needed to be covered with a special coating and repainted inside.
- Debbie thanked the PPG for the ear irrigator and medical trolley (details above in treasurer's report)

Hugh asked Debbie for the Doctors current hours.

Dr Carty - 4 days, Drs Moore and Potheary - 3 days and Drs Knight and McCamphill-Rose - 2 days each week. All the Doctors except Dr Knight worked at Donderry surgery as well as Quay Lane Surgery.

Claire asked if the Nut Tree Parish Magazine could be available at the surgery for patients living outside the parishes so they too could see the practice news. Debbie thought this was a good idea.

2. Public Liability Insurance

Public Liability Insurance was now required for all St Germans Priory Church stallholders. The cost would be £89.60 for the year. As well as fundraising events, it would also provide cover for PPG volunteers picking up and delivering medicines and for attending community hubs.

Proposed by Simon, seconded by Venetia and agreed unanimously.

Other matters

It was confirmed that any expenditure involved in making up the 2 Christmas hampers would be reimbursed by the PPG.

Next PPG Meeting

Thursday 9th January at Quay Lane Surgery 1.00 - 2.00pm