

QUAY LANE SURGERY

PATIENT PARTICIPATION GROUP MEETING

Thursday 9th January 2025
Quay Lane Surgery 1.00 - 2.00pm

Those present: Claire (Chair), Simon (Treasurer / Secretary) Jane, Venetia, Pam, Gerith, Margaret and Lisa May (Social Prescriber - Link Worker)

Practice Manager: Debbie Todd

Apologies: Hugh (Vice Chair), Emily, David, Rosie, Kim, Danielle and Tony

1. Welcome and Apologies

Claire welcomed everyone to the meeting. Apologies were acknowledged and Claire explained that Emily was sadly leaving the area and her role as Resilience Project Officer with the Integrated Care Board (ICB). She would be greatly missed from the PPG and for her involvement in the Greener Practice program.

Hugh was leaving the PPG and moving away to start an exciting new life with his wife to be in Cambridge! He too would be greatly missed as Vice Chair and particularly for his involvement in the medicine delivery team since April 2020. His cakes and chutney would also be missed at PPG's fundraising events.

Claire asked if anyone would like to know more about the Vice Chair role to please get in touch with her or with Debbie.

2. Minutes from the 10th October 2024 Meeting

The Minutes were agreed as accurate.

3. Matters Arising – None.

4. Treasurer's Report

Paid in - since the last meeting:

£43.30 from the bookshelf sales

£138.21 from the Donderry Charity Fair in November (including £39 raffle sales)

£239.50 from the Priory Christmas Craft Fair (including £56 raffle sales)

£126 from other raffle sales

We paid out - since the last meeting:

£89.60 for Public Liability insurance

£42.44 for goodie bags

£23.25 for Christmas gifts for staff

The bank balance **£3,090**

5. Practice News and discussion

- The surgery had 3 funding requests:

An AliveCor KardiaMobile - 1 lead ECG monitor and carry-pod. Debbie explained that they wanted one initially to try and if it was a success they would increase to 3 for the practice. It helped to detect arterial Fibrillation and other abnormal heart rhythms in patients quickly without the need for an ECG. £124

A Dispensing - IT scanner and printer. This would create an additional workstation to improve waiting times for prescriptions and increase throughput in the dispensary. £1404

2 paediatric oximeter probes – These help detect oxygen saturation and pulse monitoring in babies and children. £203.98

Claire was waiting to hear about a grant application she had made to St. Germans Community Shop to go towards the total cost (£1731. 98) for these items. Claire also confirmed the shop was aware that the £500.00 grant money received last year, was still ring-fenced in the bank account for improvements to the waiting room which had been delayed.

- Sonya had left to take up a new role in the Microbiology unit at Derriford. Debbie was currently advertising for both a Health Care Assistant (HCA) to replace her and a Practice Nurse; interviews were being arranged for later in the month.
- Flu vaccine uptake: They had 100% uptake for the over 65's flu vaccine this year, but had not been able to use up all of the under 65's vaccine as yet. The two vaccines were slightly different. Eligible patients under 65 were being asked to contact the surgery.
- The surgery was experiencing very high demand as the current critical levels at Derriford and Trelliske was having an impact on GP practices. There were a lot of very poorly patients with Covid, flu and Respiratory Syncytial Virus (RSV) contacting the surgery.

Margaret asked if the practice information put in the Nut Tree could also be sent to the Morval news magazine 'Outlook'. Debbie suggested Claire could forward the monthly articles at the same time as she sent the information to the Nut Tree Editor. Claire said she would contact the Editor.

6. Services for the Elderly Frail

David requested this to be on the agenda as he had become increasingly concerned lately about the lack of transport for very frail people living in villages. If no family was living nearby they could become completely reliant on friends and neighbours for regular lifts to hospital and GP appointments. Those being asked to help were often elderly themselves and possibly putting their own health at risk.

Whilst it was recognised that elderly people are much happier staying in their own villages amongst friends. Without suitable transport or being able to afford a taxi, it may not be a sensible option for everyone. Problems arose in villages like Derriford where houses were often on steep slopes with steps leading up to them that can become treacherous in winter. The PPG volunteers delivering medication had recently faced this dangerous situation in Derriford and raised concerns. If the risk was considered too great, the volunteers would not be able to deliver the medication.

Lisa confirmed there was indeed a shortage of transport services in East Cornwall. Jane added that she was the only driver for Volunteer Cornwall in the area. Claire asked if the Ambulance Patient Transport Service (PTS) could be arranged for particularly frail patients - Debbie said PTS was only organised through hospitals.

Lisa recommended the Kernow Community Gateway for help and advise, but she was able to provide home visits to assess people's wellbeing and to make them aware of services available. Social prescribing could often prevent a wellbeing problem from becoming a clinical problem.

The Community Gateway contact: Email: welcome@kernowgateway.org.uk

A new Frailty Home Visiting Service that the East Cornwall Primary Care Network (EC PCN) was now providing, supported the 7 GP practices in the east, by caring for the clinical needs of housebound frail adults more effectively at home. It provided post hospital discharge visits - often preventing unnecessary re admissions to hospital, diabetic foot checks, ear checks, learning difficulty assessments and other general health and welfare tests, all being carried out at home. This was providing better health outcomes for patients and much improved communication between GPs, District Nurses, Social Services and all relevant community health care providers.

After some very interesting discussion the meeting finished on time and Claire thanked everyone for attending.

Next meeting - Thursday 8th May 2025 - Quay Lane Surgery at 1.00 - 2.00pm (confirmed).