

Quay Lane Surgery

Patient Participation Group Annual General Meeting

Wednesday 3rd September 2025
The Copley Arms - Hessenford 11.00 am

Members Present: Claire (Chair), Simon (Treasurer), Danielle, Glen, Pam, Tony, Venetia, Rosie, Jane and Margaret.

Practice Manager: Debbie Todd

Guest: Fliss Hedge - Operational Lead, Cornwall People First

Apologies: Gerith, David, Lesley and Bridgette

1. Welcome and Apologies

Claire welcomed everyone to the AGM and introduced Fliss to the group.

Glen was attending his first meeting having moved from the virtual group.
Kim was now a virtual member.

David unable to attend meetings had joined the virtual group, but remained a Bank Signatory. As a founder member and former Chair of the PPG - Claire remarked how supportive David had been when she first became Chair in 2019.

Total members 31 (14 full and 17 virtual), slightly up on last year.

Apologies were noted as above.

2. Minutes from the AGM 10th October 2024

The minutes were agreed as an accurate record.

3. Matters Arising

No matters arising.

4. Treasurer's Report

Simon reminded the group that the End of Year Accounts were ratified at the May meeting. The balance then stood at £2,204.00

Since 1st May - money received:

Bookshelf sales	£ 19.40
Eliot Hall Coffee Morning	£ 154.00
Producers Market - May	£ 121.50
Producers Market - June	£ 190.00
Producers Market - July	£ 131.20
Patient Donation	£1000.00 (ring-fenced for 24hr ECG Monitor)
Lloyds Bank	£ 40.00

Since 1st May - payments out:

USB Otoscope	£ 65.55
Ophthalmoscopes / Oscopes	£ 126.51
BP cuff	£ 78.60

Bank Balance: £3,499.00

5. Chair's End of Year Report

- Claire said it had been a pleasure to be chair for another year. The main purpose of the PPG was to improve communication and co-operation between patients and the practice. We have continued to give our perspective as patients and shared our ideas. This year by contributing to patient comfort in the waiting room. We also communicate vital practice information to the community each month. Debbie sends us the practice news for the Nut Tree and the Outlook Parish Magazines which are delivered to 1,800 homes and also available in village shops and in the surgeries.
- It had been another very successful year of fundraising. Claire thanked Venetia for all her hard work, Danielle for making up the 2 Christmas hampers again, and she gave special thanks to the members who regularly made the cakes and countless pots of marmalade, chutneys and jams for Venetia and Gerith to sell at each event.
- The Medicine Deliveries the PPG carried out to the housebound and most frail each week had continued to provide a vital service to the Dispensary. Claire said they were a wonderful group to work with; literally going the extra miles every week, supporting both the practice and some of it's most vulnerable patients.
- Claire was very grateful to Jane, for coming forward so often to help over the years, most recently with the waiting room project and making up goodie bags.
- Claire was particularly grateful to Simon for managing the bank account, carrying out regular medicine deliveries and taking the minutes. Always keeping us informed and processing payments very quickly. Over the year, there were several obstacles to overcome; high street banks closing, Post Offices requiring cards and pins for all signatories to continue paying money into Lloyds, and setting up a SumUp machine.
- It was sadly to be the last AGM with Debbie as she would be retiring in April, although Debbie and the PPG would be having a couple more meetings together before then. Debbie had always played a major part and invested a huge amount of her time with the PPG over the last 13 years. It had been a privilege to work with Debbie for another year. Claire felt she had learned a great deal about herself and others over her 6 years as Chair, particularly while working closely with the surgery throughout the pandemic. She sincerely thanked Debbie for her friendship, support and guidance throughout.
- Lastly - Claire thanked everyone in the PPG for truly participating and helping to support both the surgery and patients in so many positive ways.

6. The Annual Election of Officers

Debbie explained that all members had been invited to express interest in any of the officer roles. To date, she had received no formal nominations. However, Jane Lockyer had since very kindly offered to act as a temporary Vice Chair for a few months to support Claire and Simon.

The Secretary/Minute Taker position was currently still vacant.

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

Simon agreed to continue as Treasurer, but stepped down as Secretary.

All those present agreed and the following members were elected.

Chair	Claire Croft
Treasurer	Simon Webber
Acting Vice Chair	Jane Lockyer
Secretary	Vacant

PPG Meeting

1. Minutes from the meeting dated 8th May 2025

The minutes were agreed and accurate.

2. Matters Arising

No matters arising.

3. Practice News and Questions

Debbie announced her retirement after 13 years at Quay Lane Surgery and 40 years in the NHS, having started her career in Primary Care in 1985 at Saltash Health Centre. She joined Quay Lane in November 2012.

Tina Seedhouse has been appointed as the new Practice Manager. Tina brings 15 years of experience as Manager of Port View Surgery in Saltash, and would officially take over in early March 2026, with a one-month handover alongside Debbie. Tina will be introduced to the PPG during the final meeting with Debbie in the third week of March.

Tara Watkins had started as the new Social Prescriber on 18th August. Emma, a new Receptionist with experience from Derriford Hospital, would be joining the reception team soon as Hayley was leaving the practice due to relocation.

Quay Lane Surgery had formally withdrawn from the PPG Umbrella Group. Originally a local forum for PPG Chairs, the group had evolved into a broader network with a revised constitution that no longer aligned with the practice's values. Claire resigned from the group and Debbie met with the Chair shortly after to confirm the withdrawal. The practice remained committed to collaboration through appropriate local channels.

The PPG unanimously supported the decision.

Patient Questions

Margaret asked about the system for annual check-ups and prescription reviews. Debbie explained that review dates are no longer shown on prescription counterfoils due to discrepancies with actual review dates. Reviews are now tailored:

- Annual reviews for stable medications
- More frequent reviews for specific drugs or clinical concerns
- Chronic disease reviews (e.g. COPD, Diabetes, Dementia, Mental Health) include medication reviews
- Prescription requests are reviewed by clinicians, and patients are contacted if a review is needed
- Patients can book appointments with the Clinical Pharmacist or GP at any time if they have concerns.

Margaret also asked about the status of old medical records. Debbie confirmed that most Lloyd George records have been scanned and integrated into clinical systems. A small number were returned due to scanning issues, and another batch has recently been sent. Physical records will be securely destroyed once final checks are completed and signed off.

Holiday Season Impact on Services

Debbie explained that the national spine allows emergency services and pharmacists to access basic patient information and prescriptions. Patients can also contact their GP while away, reducing pressure on practices during the holiday season.

Lastly Debbie thanked the PPG for their incredible dedication and support.

4. Fliss Hedge - Operational Lead at Cornwall People First

Fliss talked about her work representing people with a variety of learning difficulties and explained the Practice Partners Initiative which works alongside GP practices to address their needs and to raise awareness. Some have difficulty talking, reading and have many other complex issues to contend with. People with special needs are being encouraged to leave feedback and this can be made easier using 'easy read' format for Friends and Family forms. Patients with special needs also account for some of the DNAs (Do Not Attends) and Fliss works together with GP practices to try and reduce this problem. Small changes can make a big difference and benefit everyone.

Debbie, Fliss and Claire arranged another meeting at Quay Lane Surgery for the following week to discuss this further, and to share ideas together particularly regarding the imminent upgrade to the waiting room.

5. The Waiting Room

Debbie and Claire had met with the decorators and Dr Chris Moore who is leading the project to assess the work and cost involved. The plant in the corner and planter in the centre of the room would be removed shortly.

The planter was soon to be replaced with 2 bench seats, seating 6 people. The old chairs would then go, so all chairs would be the same style. Unfortunately the old tipping chair would have to remain until a suitable replacement could be sourced. The Dispensary desk was going to be replaced with a smaller but higher counter type desk. A new slightly wider bookcase with plenty of room for the books, money box but also the Friends and Family box and leaflets, with a low maintenance house plant to sit on top. A new notice board for dispensary to go under the screen and extra artwork and decorating in the children's play area.

It was agreed that notices would be reduced in future, no longer stuck on walls and glass surfaces, but kept to allocated notice boards.

The PPG will be funding the new items and work needed in the children's play area to enhance patient experience and comfort possibly up to £1,500 which included a grant from St Germans Community Shop. There was also £200 donated by a patient for upgrading the children's play area. The Partners had agreed to cover the decorating and maintenance costs.

Unfortunately there would not be enough money available to upgrade the blinds this time, so the practice will for now make good and repair the existing blinds.

6. Fundraising

To renew the Public Liability Insurance would be the same amount as last year £89.60 which was agreed. Claire arranged with Venetia that she would forward the new certificate of Insurance direct to Jaqueline Perez - Secretary of the Priory Church Trust. After some discussion about a sticker on the PPG bookshelf money box. It was agreed that the note on the money box should only state PPG Books £1.00 - not to add as suggestedor donations to the surgery ..as this could result in people putting in less money for books.

Next meeting

Thursday 8th January 2026 1.00 - 2.00pm at Quay Lane Surgery

(Debbie's last PPG meeting)

Thursday 19th March (venue and time - To Be Confirmed)