**Quay Lane Surgery**

**Patient Participation Group Meeting**

**Wednesday 27th March 2019**

**Present:** Beth (Chair), Debbie Todd (Practice Manager and minute-taker), Venetia, Jim, Maurice, Margaret S (Treasurer), Margaret S-T, John and Pauline,

**Apologies:** Gerith, David, Nigel, Jane and Danielle

1. **Welcome and apologies**:

Beth welcomed John and Pauline to the group. Jane sends her apologies and is stepping down from the group. She asked Debbie to pass on how very impressed she is with the group and the work that it does for the surgery.

2. **Minutes of the last meeting (January)**

The minutes were adopted as an accurate record which was proposed by Margaret and seconded by Venetia. Jim thanked Debbie for providing the minutes and said that they reflected discussions in the group meetings very comprehensively.

3. **Matters arising**

Maurice asked for an update on how the First Contact Physio service was going. Debbie was pleased that the clinics had been filled every week since Paul started in January. The service is proving very successful with patients being booked in appropriately. This has both released GP appointments and reduced referrals to the Physio service. Whilst Paul is currently booked until the end of April patients can book in with the GPs if they have a more urgent need for treatment or referral.

4. **Treasurer’s Report**

Margaret congratulated the fund raising department for their hard work and was delighted that the fund had recovered and was looking healthy again. Money raised, since January, includes:

Fundraising: £215.20

Grants: £375.00

Donations: £130.00

The PPG fund current stands at:

Savings account £3,234.64

Current account £88.10

Total: £3,234.64

Monies raised by the Patient Group provide extra facilities and resources for the practice that are not provided by the NHS i.e. equipment.

Monies paid out since January: NAPP Affiliation Certificate - £40.00

5. **Fundraising:**

QLS PPG has been a chosen charity for the green token scheme during the month of March at Waitrose. Venetia was dismayed to see that QLS request had been swapped to a different box with less tokens (we had been the middle box during the month and recently someone had changed it to the box on the left). Venetia raised the issue with Waitrose who said that they would address the problem and swap it back. Venetia is concerned that this would have a detrimental effect on the donation we receive as people would have been putting their tokens in the wrong box.

Debbie asked if the PPG would fund a new ear syringe machine for St. Germans which had recently broken. They are low cost machines which get a high usage. The last one was purchased by the PPG in 2017. The request was agreed.

Debbie wished it to be noted that the chairs had now been re-covered at the surgery and will provide an invoice to Margaret for reimbursement once the total was known.

The PPG asked that the surgery proceed with the purchase of a Coaguchek Machine so that INR testing can be offered in-house. Debbie explained that it would take a few months before the new service could be rolled out to enable staff training but would start the ball rolling.

Venetia is planning to participate in fayres during July and September selling books, cakes, preserves and plants. Jon does a lot of stained glass pieces and is happy to give Venetia some small items to sell at her fayres.

A patient had put a suggestion in the friends and family box saying: ‘silly idea – any old change people just chuck in a jar, these could be donated to patient support fund’. Venetia thinks it is a good idea and put something next to the bookcase. Debbie will contact the patient thanking him and let him know that the PPG will action his suggestion.

**6. PPG Enabling Fund**

PPGs in East Cornwall have received £250 from Kernow Health East Limited towards projects that support their practices and were given a list of criteria that they could use the funds for. The PPG decided that they would help the surgery by promoting on-line services to include the practice website by setting up a stall in the waiting room. Debbie asked if this could be delayed until September as the practice was going to be migrating to a new clinical system during July/August. She explained to the group that whilst it will be disruptive for the surgery they will try to minimise the disruption for patients as much as possible. The only big difference to patients being that they will no longer have access to the on-line service called ‘The Waiting Room’ which allows patients to book appointments, view records and order medication. They will be advised in advance and invited to sign up for the new service when it is available. Once the migration has taken place then the PPG can help patients to sign up to the new on-line service.

**7. PPG Officers Transition from AGM (positions up for election)**

Beth is stepping down as Chair after the AGM in May having completed three year’s in post. At the AGM there will be an election for Chair and Vice-Chair as well as the election or re-election of other officers which include: Minute-Taker and Treasurer. The current positons are held by:-

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| --- | --- |
| Chair-person | Beth |
| Vice-Chair | Unfilled |
| Treasurer | Margaret S |
| Minute-Taker | Debbie (temp) |

Gerith has shown an interest in the Vice-Chair position but as yet there is no-one putting themselves forward for the other positions. Nigel had proposed in the absence of a successful election, taking the Chair in name only without the responsibilities, due to being so busy with other NHS activities. Debbie felt that it would be better to ‘not’ have a chair until such time that someone can step into the role fully as this will send out a stronger message to the group. If there was no one to take forward any actions then this could fall to her; she really does not have the time and feels that it is important for the group to be led by patients. Debbie also thought that it may prevent other members from putting themselves forward for the role. In the absence of a Chair from May then Debbie has said that she will take on the position of temporary Chair. Actions would only be made on the provision that there was a member willing to take up the responsibility and there may be slightly less meetings. Debbie also felt it important that the group actively tried to recruit new members and was delighted to have welcomed three new members since the beginning of the year.

Jim tried to encourage Beth to stay on as Chair because ‘she is doing such a great job’. Beth thanked him but declined stating that she had already stayed on for a further year for the same reasons. Beth stressed that she still plans to remain as a member of the group and is very happy to support the new Chair when they get elected.

Margaret S-T is happy to continue to be the editor of the Newsletter.

Venetia will continue to lead the Fundraising section of the group.

**8. AOB**

**NHS Meeting**

Jim recently attended a meeting held at Peninsula House in Saltash. They wanted to know the views of patients about what was good and not so good about the NHS. It wasn’t hugely supported and was surprised that there were no other members from QLS. He said it was very interesting and that feedback would go to practices. Jim felt that it would have been better to have gone along with another member. Debbie suggested that members let Debbie know if they wish to attend events and she will send a message out to the group. Members might be inclined to go if they are attending with someone.

**Newsletter**

The next edition is due to roll out in April. Maggie whilst remaining as a virtual member said that she is happy to sort out the articles on-line and send to Margaret S-T for editing. Ideas for the next newsletter:

* Finance report to include how much money has been raised and what we are spending it on (Margaret S)
* Fundraising – what we are doing and what we have done (Venetia)
* Promote new members for the PPG (Beth)
* Practice News – to include success of First Contact Physio, e-consult and the new clinical system (Debbie)
* Article on Hayfever (Clinical input)

All items should be submitted to Margaret S-T by 16th April.

Maurice said he represents the dinosaurs as he is not on the internet. He asks whether he or others that didn’t have a computer were disadvantaged in any way. Debbie said that patients can access all services at the surgery in many different ways - by letter, telephone, face to face or on-line. The surgery gives patients many options to communicate with the surgery to suit their own needs. Margaret S-T stressed that patients who wished to add to the newsletter can do so by submitting a written request to Debbie at the surgery; who will then communicate it to the relevant parties. Debbie also sends out PPG related information by both e-mail and by post (on request). Maurice was worried that he may miss out on important information from the surgery by not having an e-mail. Debbie said that patients are contacted by conventional means in general ie. telephone or letter. Those who choose to e-mail the surgery or use e-consult will be responded to in the same manner. Jim has issues getting a mobile phone signal at home which causes issues with on-line banking; unlike the surgery the banks don’t offer alternative methods. Beth tried to encourage Maurice to write an article about this very topic for the next newsletter.

**AGM Timings**

Jim asked how long the AGM generally lasts for as he can only attend for an hour due to prior engagement. Beth said that it is held at Downderry to enable the meeting to go on longer if necessary and generally lasts about 1 ½ hours. The meeting starts with the AGM and is followed by the regular meeting. Debbie offered to take along some cakes and biscuits, Beth agreed to provide the refreshments.

Beth thanked all for attending and hopes to see everyone at the AGM.

**Date of AGM: Wednesday 22nd May – 2pm at St. Nicholas Church Rooms, Downderry**