

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

Thursday 28th September 2023  
St Nicolas Church - Downderry 10.30am

Members present: Claire (Chair), Danielle (Vice Chair), Simon (Treasurer and Secretary), Margaret, Venetia, Rosie, Jane L, David, Jane H, Hugh and Emily (Climate Resilience Project Officer)

Practice Manager: Debbie Todd

Apologies: Gerith, Glen and Margaret ST

---

### **1. Welcome and Apologies**

Claire welcomed all attendees who in turn introduced themselves with a brief description of their role within the PPG. David was thanked for arranging for the Church to host us and also for providing refreshments.

Apologies were received from Gerith, Glen and Margaret ST.

The PPG currently had 27 members with a good age representation from patients in their 20s and 30s to patients in their 80s.

### **2. Climate Resilience Presentation**

Emily is the Climate Resilience Project Office for the Integrated Care Area (ICA), she gave a very informative and useful presentation to the group. Volunteer Cornwall are hosting the Greener Practice initiative and actively helping GP surgeries attain their Net Zero climate targets. Funds were made available to develop green initiatives and the practice received £150.00 for the PPG account to purchase the recycling bins. Other practices had received funding for activities to include e-bikes and bike racks to make cycling easier for staff and some for developing green spaces. Reducing energy costs, wastage, the use of plastics in the NHS and managing clinical waste are an ongoing programme.

### **3. Minutes from the last AGM 29th September 2022**

The minutes were agreed.

### **4. Matters Arising**

There were no matters arising.

### **5. Treasurer's report**

Simon thanked Margaret for all the work involved in the transfer to Lloyds and setting up signatories. The accounts for year end 30th April 2023 were approved at the previous PPG meeting. Simon advised that since then £83 had been paid out. Goodie bags (£63) and an inhaler bin (£20 - from money ring fenced from 'Greener Practice')

The following £312 had been paid in since April 30th

A patient donation	£ 250
Book shelf sales	£ 27
Fundraising	£ 35

£2,000 had been transferred recently to a 'no-notice' deposit account which was accessible and accruing some interest. With £4 of bank interest this resulted in an increase from £2,950 as at April 30<sup>th</sup> to **£3183**. An annual cash statement will be produced each year for members' approval.

## **6. Chair's Year End Report**

Claire thanked Margaret for the smooth hand over to Simon after her 13 years as Treasurer.

The Christmas raffle for the 2 Christmas hampers and sales leading up to Christmas raised £500! Venetia and her team worked extremely hard to make this such a success.

Claire and Debbie continued for another year to write in the Nut Tree providing information for patients.

Feedback received at the practice was shared to all members monthly for comments. Nearly all comments remained positive.

Recycling of medicine blister packs was still on hold due to Superdrug withdrawing.

The PPG had attended community hubs and warm spaces and promoted yoga and crafts and other activities to improve health and wellbeing.

Goodie Bags had been continued improving experience for very young children and their parents at a cost of approximately £90 p.a..

Medicine deliveries continued and it is planned to give Christmas cards to these patients again.

Claire read out a letter of appreciation she received from the patient who donated £250 to say thank you and to help the practice with what ever was needed.

Claire thanked Debbie for making these things possible and for being so approachable and open with everyone no matter how busy or pressured she was.

## **7. Election of Officers**

Claire, Danielle & Simon were all re-elected for another 12 months in their existing roles.

## **PPG MEETING**

### **1. Minutes from the last Meeting 22nd June 2023**

The minutes were agreed.

### **2. Matters Arising**

Ref: Item 7 Hugh confirmed to Claire and Simon following the last meeting, that there was no legal requirement to register with the local authority or display ingredients or allergens when selling cakes and other low risk food items on an occasional basis.

### **3. Practice News, Questions and Feedback**

*There had been no questions or feedback submitted prior to the meeting, but open discussion and questions were welcomed from Debbie throughout her update.*

Dr. Jack Potheary had joined the practice and was doing 4 sessions a week.

Covid vaccinations would not be available at Quay Lane as the scheme was not financially viable. Flu vaccinations were being provided as usual and patients were being urged to have their Flu done at the surgery to avoid wasted vaccine at considerable cost to the practice.

Prospective access to patients' notes would be available via the app and Patients Access from 3<sup>rd</sup> October.

The surgery would be closed on the afternoon of 3<sup>rd</sup> October for staff training. The next such closure would take place in February.

A Cloud based telephone system was already installed at Quay Lane. A ring-back system was also going to be introduced in due course. The group agreed that this would be very beneficial for many patients.

Unfortunately Quay Lane surgery would remain without a Social Prescriber - but they did have access to the out of hours Social Prescribing service in East Cornwall.

The government's requirement for all patients to be seen within 2 weeks of contacting the surgery from February 2024 was a significant issue. Debbie said it would effect all care services for instance they may have to cancel routine appointments to achieve this and that there could be a fight everyday for appointments in the mornings. Debbie asked members for their ideas for potential solutions. David suggested writing a letter to the local MP. Claire suggested getting other PPGs in Cornwall involved and Debbie agreed it was political - but that the Doctors needed to decide a plan of action first and advise.

#### **4. Fundraising**

Table top sales have been arranged for **22<sup>nd</sup> October in Downderry Village Hall** and **25th November at the Priory Craft Fair in St Germans**. Cakes, preservers and books would be needed. No table was available at Downderry's 2 day Christmas Market. Venetia wanted to book just the 2nd December but priority was given to those booking both days. Jane H was going to find out more information and Venetia was told in the meantime that she would be notified if there was cancellation.

#### **5. East Cornwall PPG News**

Claire will attend the launch of the new Health Hub at the Community Lighthouse in Liskeard on 11th October and report back to members.

An update on the quarterly East Cornwall PCN newsletter will follow.

**Next Meeting** - Early January TBA.

#### **Agenda items for the next meeting:**

- Refactory boxes for recycling - The long term cost of the service and impact on the surgery staff to be discussed. David kindly offered to pay for the first refactory box.
- The government's requirement for all patients to be seen within 2 weeks of contacting the surgery - the PPG would support the Doctors and follow advise regarding writing to the local MP to represent patients' views and the impact it will undoubtedly have on our practice.