

**QUAY LANE SURGERY
PATIENT PARTICIPATION GROUP**

Thursday 25th January 2024
Quay Lane Surgery 1.00pm to 2.00pm

Members present: Claire (Chair), Danielle (Vice Chair), Simon (Treasurer / Secretary), Venetia, Rosie, Jane L, Jane H, and Hugh

Practice Manager: Debbie Todd

Apologies: Gerith, Glen, Margaret ST, Margaret, Emily and David

1. Welcome & Apologies

Claire welcomed all those attending and apologies were acknowledged (as above).

2. Approval of Minutes 28th September 2023

The minutes of the last meeting were approved.

3. Matters Arising

An update on climate resilience initiatives had been circulated prior to the meeting for consideration and discussion at a later time.

4. Treasurer's Report

Expenditure - *since the September meeting 2023:*

£926 Chairs in the waiting room

£581 Obstetric and Vascular Doppler Machine

Money paid in - *since the September meeting 2023 (not including Dr Fullalove's collection):*

£ 47 book sales

£ 48 pens

£153 Craft Fayres

£370 Christmas raffle sales

£500 Donation

£500 Grant from St. Germans Community shop (for improvements to the waiting room)

Balance £3,260

Everyone was very impressed with the fundraising over the last few months resulting in such a healthy balance.

5. Use of Funds

Claire referred to an email recently sent by Debbie thanking the PPG which had addressed the use of funds in general, and there were no further comments.

6. Practice News

There were no questions or feedback submitted by members prior to the meeting, but open discussion and questions were welcomed by Debbie throughout her update.

- Dr. Fullalove's last working day would be 14th March, with him leaving officially on 11th April. Dr. Knight would then become a Partner and increase her days from 1.5 to 3 days a week. A new GP would be starting later on in the year. In the interim period Drs Carty, Knight and Potheary would be increasing their sessions and the salaried GPs would join the rota seeing patients at Downderry surgery from 15th April.
- After the previous owner died some time ago, Downderry Surgery now had a new landlord and its future was secure once again.
- A new Health Care Assistant, Jane would be starting in February. She was highly experienced and they were looking forward to welcoming her to the team. A Receptionist unfortunately had left suddenly leaving the reception team 30 hours down until a replacement could be found. Recruiting for this post was proving difficult and the reasons were discussed such as low pay, increased responsibility over the last 5 years and sadly, being subjected to abuse from patients.
- Regarding the Government Requirements being introduced in February 2024. The new coding work-around was helping to meet the requirement to see patients within 2 weeks of contacting the surgery. This would continue to be monitored.
- The practice achieved a Gold Standard for Green Impact for Health 2023. This recognised various initiatives such as encouraging suitable patients to change to CFC free powder inhalers, having a 'bee friendly' garden, inhaler and medicine blister pack recycling (at the time) and subsequently, the collection and safe disposal of inhalers. Using paper cups, reducing water use, promoting green travel by employees and using recyclable stationery items. Claire was involved in completing the toolkit with Debbie and Emily and they were all very pleased and surprised too, that so much had already been achieved by the practice in such a short time.
- The first PPG Chair elected in 2011 was Robin Louvel who sadly died recently. He was remembered by the founder members as he preceded David as Chair. Robin a well known figure in Downderry would be missed by many.
- Debbie explained that medical equipment purchased today was integrated with patient records and was therefore subject to extensive new Data Protection procedures. This was complicated and extremely time consuming. Equipment was also costing more for annual maintenance and calibration. There was no requirement for raising funds for more medical equipment at the present time. The Partners had a limited budget from the NHS which did not increase in line with inflation for running and maintaining the building which they own themselves. Debbie asked if the PPG would be interested in improving and developing the waiting room. With such a healthy bank balance, it was discussed and agreed by all present that the PPG should offer funding for improvements to the waiting room for patient comfort and experience. Grant money had already been donated by St Germans Community Shop for this very purpose.

Hugh proposed that the PPG agree to be involved in funding improvements to the waiting room and Danielle seconded the proposal. All agreed.

Debbie would discuss a wish list with the Partners and set up a meeting to discuss plans for future developments and how best the PPG could assist.

6. Fundraising 2024

Venetia would be attending a meeting on 9th February to hear about plans for future table top events at the Eliot Hall in St Germans. She had already asked the Hall committee to reserve a table for the PPG at future events. Venetia thought there may be plans to hold one of these at Easter.

The Priory Christmas Market is expected to be held on 29th and 30th November and Venetia was keen to book the Saturday again. Jane L said there was also an event coming up on 31st March in the Village Hall in Downderry. Jane H offered to liaise with the Downderry Village Hall Secretary for Venetia.

8. Items for the next Agenda

None

Next Meeting Thursday 25th April at Quay Lane Surgery 1.00pm - 2.00pm