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|  **Patient Participation Group – Quay Lane Surgery** **Tuesday 3rd July 2012 – 1.0pm****Present: Lennie Hicks, Robin Louvel, Maureen Mill, David Watters, Margaret Sampson,****Maurice Webster, Judy Carpenter, Dr James Moore****Appologies:Mitzy Spink, Steve Bellerby, Penny Turner, Tom Knight****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **Minutes of last Meeting and Matters Arising**1. **Minutes of 3rd May 2012**

All members present agreed the minutes from the last meeting as present and correct. 1. **Matters Arising:**

**a). Save the Children** Robin Louvel agreed to chase this up. **b). Lunchtime message to the telephone system.**Judy Carpenter explained it was not possible to do this as it is not compatible with the SERCO system.**c). Patient Survey**Maureen Mills had made some further changes to the survey. All agreed it should now be trialled with some patients.Judy Carpenter agreed to do this.Maureen Mills will make any necessary changes and report back to next meeting.It was agreed the survey would be given to at least 50 the patients visiting each Doctor on a given week in October. **d). Improvement ideas**Judy Carpenter advised that the carpet and Downderry Surgery is to be replaced and she was awaiting a quote for additional works.**e). Fund Raising**.The response to the article in the Nut Tree had been very positive with over £1600 raised.The Committee wished to thank all those who had donated.**Blood pressure monitor**: one has been purchased. Medical need determined that the Practice really only needed one additional monitor and that the additional money would be best spent on an **ECG machine** as the Practice currently shares one with a Saltash Surgery which does not always meet the needs of our patients. **Green Box – Waitrose tokens.**David Watters agreed to follow this up. **Electric sliding doors****6. Patients Fund**The new Bank account is about to be up and running. It was agreed the Treasurer now take over the funds ready to transfer them into the account.The Treasurer to be allowed to withdraw up to £100 for expenses as they arise.**7. Communication across medical services.**Dr Fullalove continues to work with partners on the Pathway**8. Royal Eye Infirmary.**Robin Louvel updated us on his communications with the Royal Eye Infirmary. It would appear that while some Opticians can refer direct to the REI it does not mean that the patients are seen any quicker as Sentinel then make the appointment.  | Initls**RL****JC****MM****JC****JC****DW****JC****MS** | **By when****18.09.12****18.09.12****18.09.12****ongoing****18.09.12****18.09.12****ongoing****18.09.12****ongoing****ongoing** |
| **No** | **Summary** | **Inits** | **By When** |
| **2.** |  **Resignations/ New Member**None at this meeting. Laura Dean – a new member - will be representing the under 5’s. |  |  |
| **3.** |  **Agenda Items:**a). Volunteers required for new Health & Well Being Board – Min of 3 requiredb). Approve Patient Survey**a). Health & Well Being Board**Robin and David had attended an open meeting for the new PCT where the setting up of the new Board was discussed. The Board is looking to train members from PPG’s as to how PPG’s can contribute to the Board in the future.Margaret Sampson, Maureen Mills and David Watters volunteered to attend the training in September.**b).Patient Survey.**This was approved with a few minor alterations. Judy Carpenter agreed to trial it with some patients this week to get their response. This would be fed back to Maureen Mills for any amendments. | S/MMM/DWJC/MM | Sept 12 |
| **4.** | **Any Other Business**David Watters raised the issue of some patients not knowing how to get to some hospitals. It was agreed that a leaflet could be drawn up identifying all the local referral units to assist patients.Judy Carpenter advised that the Practice Newsletter was being put together and would the PPG like a slot. David Watters agreed to write something.PPG Constitution. Maureen Mills reminded the Group that we needed to confirm two points: numbers to make a meeting quorate and how many were needed to agree expenditure in addition to the Treasurer.It was agreed six committee members should be present and two in addition to the Treasurer to agree expenditure. Membership of the PPG. Maureen Mills raised the point that the group was lacked representation from the younger members of the Practice. It was agreed that this was an issue and new members needed to be attracted from other villages not currently represented. Maureen Agreed to look into this. | JCDWMMMM | Sept12Sept 12Sept 12 |
|  | **Date of Next Meeting: Tuesday 18th September 2012 at Quay Lane Surgery** |  |  |