**QUAY LANE SURGERY**

**Patient Participation Group (PPG) Minutes – Tuesday 11 March 2014**

**Apologies: Venetia L (VL), Maurice W (MW), Robin L (RL), Maureen M (MM), Nigel (NM)**

**Present: Beth W (BW), Lenny H (LH), Muriel S (MSt), Margaret S (MSa),**

**Debbie T (DT), Dr James M (JM), Mitzty S (MSp), David W (DW), Diana L (DL), minute taker.**

1. **Minutes**

E-banking correction for MSa

MW please refer to minutes of the 22nd October 2013 for item raised re: questionnaire.

Minutes approved as accurate record of meeting of the 21st January 2014.

1. **Matters Arising (not appearing on Agenda):**

Book stall – health and safety concerns from DT. DL said the scheme works well in other hospitals and offered to look into it more before a final decision is made.

1. **Fundraising ideas**

Easter raffle approaching, we need donations please by the 25th March 2014. DT to email all PPG members / virtual members re donations to raffle. MSp suggested greater prominence for the raffle in terms of placement in surgeries. DL suggested and agreed to write as notice to encourage donations from the public / patients for the Easter raffle.

1. **TRAC/DRSS visit**

DW visited and expected a presentation but this was not given. DW raised lots of issues with DRSS. Andrea Phare from DRSS is to visit Quay Lane Surgery (QLS) next week. Many issues remain with relation to the processes and procedures used by DRSS.

1. **Survey of clinics** - this is ongoing.
2. **Post-op survey**

MSa  has emailed the survey to Nigel May (NM) and DT but no response to date. DFT to email the survey to all PPG members/virtual members with a 24 hours deadline for responses. Once agreed DT will send the survey to patients being discharged from hospital. DT asked MSa to provide a letter to accompany the survey explaining the reasons for the survey, what they will do with the results etc. Stamped addressed envelopes will be sent and a tally of costs will be kept by DT for reimbursement by the PPG.

1. **Defibrillators**

Not enough demand to have one sited in Downderry, there is an available first responder in Downderry.

1. **On-line ordering system - ‘The Waiting Room’**

Good uptake but system not functioning well currently. DT to maintain former QLS system meantime until The Waiting Room functioning.

1. **Extraction of Care Data**

Suspended, to be re-launched later in the year.

**10. NAPP response to MM** - no update

**11. Obese patients**

DW advocating that the surgery ‘refer’ obese patients to slimming world / weightwatchers given his own very positive experience of a weight loss programme. There is a free, voucher, system for certain patients. QLS to sign up to the service.

**12. Virtual members**

There are 10 PPG members who attend meetings and 9 who don’t but are in receipt of email/post communication.

**13. KCCG – Elective Care**

On going. Please contact DW if you have any questions about this.

**14. Replacement for Nigel on Umbrella PPG**

MSa was proposed by DL, seconded by BW and adopted unanimously.

**15. Equipment needs**

PPG bank balance is currently £2,418.96 although MSa has further funds to add to this. An internet banking application is pending.

DW urged the PPG to spend some money and asked for ideas. DL suggested a change of art work in the waiting room at QLS. MSt suggested an additional hand rail at Downderry surgery. MSp suggested renewing the white paint on the steps at the surgery.

No decisions were made.

**16. Experience of complaints**

DW asked people to contact him by email/phone in relation to complaints, in particular those who have concerns about the 911 / 111 service.

**17. Payment of costs to external meetings by Quay Lane Practice**

Travel costs are met by NHS Kernow although PPG members must agree travel expenses with DT before claiming any expenses.

**18. Any Other Business**

None

**Date of next Meeting**

Including AGM on Tuesday 10th June 2014 at QLS at 1pm