**Quay Lane Surgery**

**Patient Participation Group Meeting**

**Thursday 18th October 2018**

**Present:** Beth (Chair), Maggie (Vice Chair), Debbie (Practice Manager and minute-taker), Jane, Danielle, Venetia, Gerith, Jim, Maurice and Margaret S-T

Apologies: Margaret S, Debbie D and Nigel

1. **Welcome and apologies**:

Beth welcomed everyone to the meeting and said how lovely it was to see so many members involved in so many ways. The PPG is alive and vibrant and has many new initiatives starting. Jim was welcomed to the group as a new member and introductions were made. Thanks were given to Danielle for presenting a bouquet of flowers to the surgery for their outstanding report.

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

The minutes were adopted as an accurate record.

3. **Matters arising**

No matters arising.

4. **Treasurer’s Report**

The PPG fund current stands at:

Savings account £134.03

Current account £1,652.32

Total: £1,786.35

Venetia handed over £23.18p from the sale of books.

5. **Fundraising:**

* Venetia thanked Beth and Maggie for their application for funds from Port Eliot – she confirmed that the PPG will receive a small sum of money.
* No news yet from Waitrose on the green tokens.
* The sale of books in the surgery continues to be popular. Maurice asked if we were still collecting books and Venetia confirmed that all are welcome. Any that cannot be sold at the surgery at taken to Oxfam.
* There will be a cake stall this Saturday at the surgery during the flu clinic. Donations of cakes and preserves were requested. Venetia, Gerith and Maggie will be setting up at about 8.45am.
* We are heading towards the Christmas raffle. Venetia is happy to help contact all the lucky winners as she has done in previous years. Danielle offered to help with the set up. Beth will contact David to ask whether he is happy to lead again on the raffle this year. Donations for gifts are welcome – please hand them into the surgery.
* Jim asked whether there could be a focus on the collection for the Christmas Raffle rather than just ‘raising funds for equipment’. Debbie confirmed that the surgery was about to roll out a new service (see item 8) and that they would like the PPG to fund the equipment. Venetia mentioned that the surgery is still trying to raise funds to replace the waiting room chairs but felt this was a good idea when there is a particular project. This had been successful in the past, particularly when the equipment is something that patients consider to be beneficial.

**6. Newsletter**

The newsletter is being produced twice yearly with a seasonal focus. A sub meeting was held recently to discuss how the PPG can improve the look of the newsletter as well as distribution. It was a good meeting with lots of positive engagement and comments. They talked about the format and whether they could print them in colour; unfortunately this does incur large costs. A plan was put together for distribution points and it was felt that we would be looking at printing about 500 copies. At the meeting they also talked about the production process. Margaret S-T is still happy to continue as the draft editor. Debbie and Maggie will finalise the final draft and when ready it will be sent to about 3 or 4 people for proof reading. It will then be ready for completion and go to printing. It was agreed that there would be fixed/standing articles that would appear in each newsletter, these include articles on fundraising (Venetia), a piece by the PPG Chair (Beth) and practice news (Debbie).

Jane felt that the distribution in the past had not been that good as many patients in and around where she lives in Quethiock were not aware that there was a newsletter. Gerith was also concerned about the lack of newsletters being available at the surgery. Maggie stressed that the meetings were held to address these issues and to work out how they can make it more effective. The newsletter is placed on the front page of the practice website as well as being available at both surgeries, copies are also sent out to all members either by e-mail or my mail. Debbie did stress that the surgery copies had run out in the summer and no more had been printed. Jane suggested putting a copy of the main notice board in the waiting room. Beth confirmed that a copy would be available on the PPG noticeboard which is in the entrance lobby.

Debbie gave a brief overview of what would be included in the practice news section of the newsletter. Items would include new services which had been introduced at Quay Lane along with those that were being introduced in 2019 (see item 8). There would also be a piece reminding patients to book their flu vaccine. Jane asked if there was a problem with the flu vaccine deliveries this year. Debbie confirmed that NHS England had changed the rules this year, quite late, on which vaccines could be given. There are three different vaccines being given: children (Fluenz), under 65’s at risk (quadrivalent) and all over 65’s (Fluad). The vaccine for over 65’s was only being produced by one company (Sequiris) who are struggling to fulfil their deliveries to all GP surgeries, pharmacies, hospitals and other outlets. We have received assurance that we will get all of our requested order but deliveries are being spread over September, October and November (this is the same for all organisations and outside of our control). A member mentioned that many pharmacies have now run out of vaccines for the over 65’s. Debbie confirmed that there will be enough vaccines for all eligible patients and hope that they support the surgery by booking an appointment when they become available.

Maggie talked about how DNA rates could be improved and wants to try and encourage patients to register their mobile number with the surgery, so that they receive a text reminder for their appointment. Maggie asked that entries for the newsletter are sent directly to Margaret S-T by the end of October. When the newsletter is ready members will be advised of the distribution outlets.

**7. Data Project (Beth)**

Don King met with Debbie, Beth and Maggie to go through the data that he has put together for all surgeries in the locality. The information is looking at data about our surgery and comparing with other surgeries. The data unfortunately was from 2017 and was considered to be out of date. Don advised us that the new data is due out soon so it was decided that it would be made available to the PPG (in an easily understood way) once this had been collated and received.

**8. New Services at Quay Lane Surgery (Debbie)**

**New Service now:**

**AF Detection Device** – Hypertension and Atrial Fibrillation are the major risk factors of stroke. Early detection of atrial fibrillation can reduce the risk of stroke by 68%. We are now able to screen patients for atrial fibrillation during blood pressure measurement. We currently have one device at the main surgery but it is hoped in the future that they will be available in all consulting rooms.

**Improved Access** – As seeing a GP becomes increasingly difficult, Kernow Commissioning Group (CCG) is looking at improving access to GPs and other primary care practitioners by offering weekend and evening appointments. Routine appointments are slowly being introduced at Liskeard, Bodmin, Falmouth and Truro and can be booked via the surgery. Ask at reception for details if you wish to use this service.

**Coming in 2019:**

**E-Consult** – This new service will give patients the opportunity to consult with a GP on-line via the practice website thus avoiding telephone calls or delays in getting an appointment. The icon on the website will ask a series of questions about your condition and offer information along the way. It may direct you to self-care for something like hay fever or 999 if you have chest pains. Patients can expect to receive communication from the surgery with advice, a prescription, an appointment or a phone consultation with a GP within 2 working days. It is to be used for urgent advice. The practice is just in the sign-up stage and will advertise widely to patients once the service has gone live and is available for use.

**Point of Care INR Testing** - Patients who take the anti-coagulation drug Warfarin need a regular blood test called an INR to monitor the dose of Warfarin they need to be taking. We will soon be able to check your reading in-house. We will take a fingertip blood test at the surgery, the sample is then immediately tested using a small device called a Coagu-Chek System. The result takes less than 1 minute to process and the trained clinic staff then follow a protocol to give instructions about the dose of Warfarin the patient should continue on and when the next blood test is due.  The next appointment may then be booked at the same time.   Debbie asked if the PPG would fund the POC equipment which would be in the region of £1,200.00. It was agreed that this could be the focus of the Christmas Raffle.

**9. AOB**

Gerith wished to share information with the group about top tips to get young people involved in PPGs. The statistics give a clear overview of some of the health needs of children and young people and highlight why listening to young people is so important. As current users of NHS services as well as future patients and health professionals, it is vital that the NHS involves children and young people in shaping and improving services. This short guide gives GP practices and PPGs tips to help to get them more involved.

<http://www.byc.org.uk/wp-content/uploads/2017/07/NHS-Youth-Forum-Brochure-for-PPGs.pdf>

**Date of next meeting: Thursday January 10th - 1pm at Quay Lane Surgery**