

QUAY LANE SURGERY

PATIENT PARTICIPATION GROUP MEETING

Thursday 8th May 2025
Quay Lane Surgery 1.00 - 2.00pm

Those present: Claire (Chair), Simon (Treasurer / Secretary) Jane, Venetia, Margaret, Rosie, Kim, Danielle and Bridgette

Practice Manager: Debbie Todd

Apologies: David, Gerith, Pam, Tony and Lesley

1. Welcome and Apologies

Claire welcomed everyone, and introduced Bridgette to her first meeting. Apologies were noted as above.

2. Minutes from the 9th January 2025

The Minutes were agreed as accurate.

Margaret confirmed the practice news was now in the 'Outlook' Parish Magazine as well as the Nut Tree, covering another 370 homes in Morval and Widegates.

3. Chair's Update

- In February Claire was invited to attend a Digital Support session at the Health and Wellbeing Hub at the 'Zone' in Downderry. The course was run by Jane Morgan the Digital Champion Lead for Cornwall Rural Community Charity. This particular session was focussing on NHS online services. Claire was able to demonstrate the new practice website on the big screen and gave a guided tour explaining how to access all the information available.
Those attending were also helped by Jane and her colleague Jay to download and understand how to use the NHS App., and the patients attending were extremely grateful for the assistance. Using the practice website and NHS App helped to reduced the number of non urgent enquiries at reception.
Claire had contacted Jane Morgan since, as the practice were considering putting on a similar event for patients in St Germans. Claire suggested this would be a good opportunity for the PPG to be involved; meeting and greeting patients and helping to run the event.
- The PPG medicine delivery team had increased with 4 virtual members joining the existing team of 4, on the rota. This was providing a more flexible, robust service. Jane another virtual member had come forward to make up the PPG goodie bags for children attending for their pre school immunisations, thereby improving patient experience and supporting the Nursing Team. This involvement and support was hugely appreciated.

4. Treasurer's Report

The accounts for the year to 30th April 2025 showed a closing balance of £2,204, which would increase to nearly £2,400 once the takings from recent bookshelf sales and the Eliot Hall fundraising had been banked. This healthy position was after £2,500 of equipment had been funded by PPG for the surgery in the last 12 months.

The accounts were duly ratified.

It was agreed that a card reader (Sum up) cost £49 should be purchased to assist at fundraising events. Simon to action.

Simon, Margaret and David as signatories were in the process of applying for debit cards from Lloyds, to enable cash payments into the account to continue at St Germans Post Office. It was resolved that Simon, as Treasurer, be authorised to issue such cards to authorised members and to sign the application and all relevant documentation on behalf of the PPG. All agreed.

Lloyds Bank was now unfortunately charging a monthly fee for small groups like the PPG. No suitable alternative bank had been identified.

The bank balance stood at **£2204.00**

5. Practice News and discussion

- Jane Gregory an Advanced Nurse Practitioner joined the team in April. Jane would be taking 8 sessions a week and was qualified to see a wide range of patients with acute conditions, chronic disease, complex needs and for preventative care. Jane works alongside the GPs covering duty clinics and she would also be working at Downderry surgery.
- Barbie Thompson started in April as a Health Care Assistant (HCA) working over 3 days a week and she had settled in very well. HCA Jane Ivins had increased her hours.
- Jacob Herman was the new First Contact Physiotherapist having started at the beginning of April. Jacob sees patients from the age of 16 and can prescribe pain relief if necessary and is also qualified to perform joint injections. Jacob works at the practice on a Tuesday.
- Dr Jack Pothercary had now sadly left the practice to return to work in Ireland.
- Lisa May the Social Prescriber would be leaving the practice and taking up a new role within Age UK at the end of May. As yet no replacement had been found.

Danielle asked Debbie when the upgrade to the waiting room was expected to start. Debbie had spoken to the Partners who were now asking for suggestions. Claire agreed to collate all the ideas she receives, after which Debbie will arrange with Claire and the Partners to meet and discuss a way forward.

6. Fundraising

Venetia was needing more cakes and preserves for the Producers Market on the 18th May and asked Claire to contact all members to see if anyone could help and provide these items.

Venetia and Gerith were not available for the Producers Market on 22nd June and thought it should be cancelled - but Jane and Rosie offered to do the event.

Venetia had been invited to attend the May Fair in St Germans to raise funds, but unfortunately it was too close to the 18th May. Next year Venetia would prefer to attend the St German's May Fair, but would need to borrow a tent or gazebo as it was held outside in the open.

Next meeting - The AGM was discussed for Wednesday 3rd September 2025.

Members felt the parking at St Nicolas Church in Donderry was becoming increasingly difficult for AGMs. Bridgette suggested the Copley Arms in Hessenford had a backroom frequently used by the W.I. at no cost for meetings and there was also a carpark. Claire suggested members might like to have lunch together following the AGM this year.

Claire was asked to make enquiries at the Copley Arms and to confirm the date and venue.