

Quay Lane Surgery

Patient Participation Group

Thursday 8th January 2026
Quay Lane Surgery 1.00 - 2.00pm

Members Present: Claire (Chair), Glen (Vice Chair), Simon (Treasurer), Danielle, Gerith, Margaret, Pam, Rosie and Lesley

Practice Manager: Debbie Todd

Apologies: Venetia, Jane, Tony, and Bridgette

1. Welcome and Apologies

Claire wished everyone a Happy New Year and Lesley was welcomed to her first meeting.

Apologies were acknowledged as above.

2. Minutes from the 3rd September 2025

The minutes were agreed as an accurate record.

3. Matters Arising

Claire thanked Jane for her support over the last few months as Acting Vice Chair particularly regarding the waiting room project. Jane has returned to the virtual group, but continues to offer support with the waiting room, fundraising and making up our goodie bags for children having pre-school immunisations.

Claire was very pleased to announce that Glen, a member of the medicine delivery team since March 2020 had come forward to be our Vice Chair.

Proposed by: Gerith Seconded by: Simon

Agreed by everyone present.

4. Treasurer's Report

The balance at the last meeting on 3rd September was £3,499. Since then the fundraising team has raised an enormous amount of money.

Downderry and Eliot Hall together raised £314, this was followed by the Priory Fayre which made £596. St Germans Shop raffle sales together with the staff ticket sales brought in another £109. The Bookshelf brought in a further £44.00 and we had a donation of £35.

Material outgoings were £379 on benches/bookcase/dispensary desk, £90 Public Liability Insurance, £164 ear irrigator, £163 BP monitors and £60 feedback boxes.

Balance to date **£3713.44**

Venetia had sent a message to Claire to thank everyone on her behalf, for supporting all the fundraising events and to ask for any new ideas for 2026.

5. Practice News and Questions

The waiting room - Debbie said there had been a lot of positive feedback from patients already about the new furniture the PPG had provided. The decorating was scheduled to start on 17th January and after everyone at the surgery had been consulted, and after much discussion the new colour scheme had been decided. The decorating was quoted at £3,200 and with the new furniture the total for the refurbishment was expected to be in the region of £3,580.

Debbie said they had already started removing notices off the walls and that in future they would be kept to a minimum and on notice boards only.

Claire showed everyone the colours chosen and felt it was one of the most exciting projects the PPG had been involved in to improve patient comfort and experience. She explained the committee had met to discuss a sum of £1,200 to be offered as a further contribution towards the overall cost. This included a grant specifically for the waiting room of £500 received from St Germans Community Shop in 2024. Debbie said this would be an enormous help and she would request the transfer of funds in February once the painting had all been completed.

The practice was desperate for more space and bids had already gone in to the Integrated Care Board (ICB) for a grant to build a further 4 rooms on the back of the existing building.

Debbie asked for ideas for the portacabin as the Partners had decided they would like to offer it for a private medical service like a travel clinic to give vaccinations not available on the NHS or for specialised medicals such as for divers, which were also not available on the NHS. Everyone was asked to share thoughts and feedback any ideas. The portacabin could then be used again, and bring in an income.

Debbie went on to say she would be retiring in April and that her replacement Tina would be starting on the 8th March. Debbie's retirement was to be announced in the Nut Tree's February edition.

Claire explained that Debbie's last PPG meeting is arranged for 19th March and that Debbie will be providing coffee and cakes at the Copley Arms. This was also going to be Tina's first PPG meeting. Claire had discussed an idea with the committee, Debbie and Dr Carty beforehand, and it was agreed that the PPG would fund a smart new sign to go outside the surgery with the new Partners listed and Tina's name as Practice Manager as a welcome to her and to replace the out of date sign there at present.

Glen added that these signs were not expensive and could be altered when necessary. Debbie said opening and closing times and how to access immediate help when the practice is closed was mandatory and therefore needed to be displayed, so it was agreed the PPG would fund both signs and get them made up at the same time.

Communication - Gerith asked Debbie if members could be in touch with each other more easily if everyone consented to share their email addresses openly. Or alternatively - could she set up a WhatsApp group to contact all members about fundraising events and items needed.

Debbie first explained that with regard to emails everything should be Bcc'd. PPGs being part of the surgery structure were required to adhere to the same strict General Data Protection Regulations (G.D.P.R.). Patient confidentiality was paramount in the NHS and the PPG was therefore required to use Bcc. This hides recipients email addresses particularly when emails are sent out to the whole group by holders of the PPG database. Debbie also reminded everyone that at no time was anyone's email address, particularly the practice manager's, to be sent to anyone outside the PPG - unless explicit consent had been given.

Regarding the use of WhatsApp however - it would be acceptable to set up a WhatsApp group between consenting members of the fundraising team, and in fact it could be very helpful and cut down on the number of emails. However, it was noted that not everyone has a smartphone or uses WhatsApp.

Claire reminded everyone that there was already a system in place for contacting all members of the PPG when each fundraising event is coming up. Venetia as lead of the fundraising team liaises with her about what is needed such as cakes and preserves and then Claire sends a Bcc'd email to the whole group of 31 members 2 weeks before each event. This makes everyone aware of the date, venue and invites members with donations to contact Venetia direct on her telephone number which she is happy to share with everyone.

New staff - Debbie went on to say they had just recruited 3 new Receptionist. She explained that Receptionists are on the frontline and subjected to abuse from patients on the telephone and at the desk every week. Although they receive training to manage this, it is extremely upsetting for them and Dispensary staff too are regularly shouted at by patients. Telephone calls are now recorded which has helped, warning letters are sent out, and after several warnings offenders can be removed from the practice list.

Claire thanked Debbie for her report.

6. **PPG Events 2026**

Claire thanked all those who took part in the ICB questionnaire recently. In follow up the ICB had organised an event on 10th February inviting all PPGs in North and East Cornwall to a meeting in Bodmin. Claire and Glen were both attending this to represent our PPG.

There was another event coming up on 21st March at the Priory Church in St Germans to which the PPG had been invited. There was no more information as yet other than it was for local voluntary groups to talk about what they do and to recruit new members. It will be an opportunity to show local people how we improve communication and how the PPG works closely with the practice. How we support some of the most vulnerable in our community. How we fundraise and help to improve patient care services, comfort and experience. Tara Watkins the Social Prescriber is interested in joining Claire to raise awareness of the support she can provide, and Catherine Ware the new Climate Resilience Officer hopes to be there too to help raise awareness and explain how we as patients can help the surgery meet its Zero targets. Everyone is welcome to come along.

Claire ended the meeting and thanked everyone for attending particularly in such dreadful weather.

Next Meeting - Thursday 19th March 11.00am at the Copley Arms, Hessenford.