Quay Lane Surgery

Patient Participation Group

Thursday 17th October 2019

**Present:** Claire (Chair), Debbie (Practice Manager and Minute Taker), Margaret (Treasurer), Danielle, Margaret S-T, Nigel, David, Beth, Gerith, Venetia, Jim, Pauline and John.

1. **Welcome and Apologies**

Claire welcomed everyone to the meeting. Apologies were received from Maurice and our newest member Amanda. Claire recruited Amanda to the group when helping patients with the new check-in screen in September. Amanda is retired having worked as a Surgical Staff Nurse at Derriford Hospital. She has made a suggestion to improve the sound system for the waiting room at Quay Lane Surgery.

1. **Minutes of the last Meeting (18th July 2019)**

The minutes of the last meeting were read and agreed to be an accurate record.

1. **Matters Arising**

Beth asked if the position of Vice-Chair had been filled. It was confirmed that this position is still available and that a request should go out with the minutes and a vote made at the next meeting. Claire felt she needed more time to get to know the group, before this decision is voted upon.

1. **Treasurers Report**

Income: Books £61.13 Expenditure: Equip Purchase £318.75

Other £113.85 Unpaid Cheque £60.00

Grants £263.00

Donations £110.00

Interest £2.74

**Savings Account: £3,438.27**

**Current Account: £57.33**

Margaret has received further monies today from books and donations which isn’t included in the total. Margaret has had problems with the bank over an unpaid cheque charge (the cheque had not cleared because the monies had not transferred from the savings into the current account). The bank had agreed to refund this but have not yet done so. She is finding it hard since NatWest closed the Liskeard Branch as there is no-where local to pay in the money. Debbie explained that the banking could be done at the Post Office and that she uses it for the Practice banking since the Saltash branch closed; you do however, have to separate the cheques from cash with two separate paying-in slips. Margaret said that she has considered changing banks and wondered if anyone had any objections to this. The group agreed that this could be an option if she was having problems with the current bank. David said that it was up to Margaret if she wished to change banks.

Debbie requested for PPG funds to be used to replace the broken Ear Syringe Machine at an approximate cost of £170 and to provide a Dressing Trolley for the Treatment Room approximate cost of £350. The group agreed that this was appropriate use of funds.

1. **Fundraising**

Members of the PPG team are attending both Saturday Flu Clinics selling cakes and helping with the check-in screen. Claire ordered PPG name badges for members to wear when they are assisting in the Surgery.

Venetia is attending the Priory Fayre on 23rd November selling cakes and preserves. A hamper is being put together for the Christmas Raffle at the Surgery. It will be kept at Quay Lane, but a photo will be put up at Downderry to make patients aware when tickets go on sale.

Venetia is keen to put in another application to Waitrose because the waiting list is so long. Debbie felt that it was too soon to be putting a bid together and there needed to be a funding focus in the application. It was agreed to delay any applications for the token scheme at the present time.

1. **AOB Extra**

Jim asked how the Chair wished to be addressed if he wanted to ask a question. Claire felt that meetings didn’t need to be too formal and that everyone should feel able to ask a question.

1. Jim’s friend doesn’t want to use the new check in system. He felt that with many people using it being unwell, that it wasn’t very hygienic.

* Debbie explained that patients are encouraged to use hand gel when entering the building and that the screen is cleaned regularly. The check in screen is there to help patients and reception during busy periods however, patients do not have to use it if they do not wish to.

1. Jim’s wife didn't like being asked by Reception why she wants to see the GP and Jim wanted to know the views of the other PPG members. Margaret agreed and said that she didn’t like being asked either, and that it was not up to the reception team to ask questions; she felt that it was another ‘hoop’ to jump through.

* Claire explained that Active Signposting was introduced to Quay Lane Surgery earlier this year and it was at the request of the Doctors. This new process sees a Receptionist asking more questions of patients at the point of booking appointments to ensure that the most appropriate appointment with the right member of clinical staff is made. It is important for patients to understand that the Receptionists are not being nosy, the information being asked for helps to provide a more efficient service for everyone. An example of ‘appropriate care’ at Quay Lane Surgery is Orthopaedic Extended Scope Practitioner Paul Sumner. Paul advises patients presenting with musculoskeletal problems and can refer for treatment and xrays. By asking at the point of booking, the Reception team can direct patients to Paul. Debbie said that often patients do not realise that they can see another health professional and that the Doctor isn’t always appropriate. Signposting is becoming more important now that Practices are introducing Physios, Mental Health Practitioners and Social Prescribers to their clinical teams. Claire said, all this information is clearly laid out in the draft newsletter sent via e-mail to the group one week earlier. There was a whole section in there explaining Active Signposting. Margaret suggested that the staff phrase it differently and explain to patients why they are asking. Debbie explained that patients do not *have* to give a reason, but if their Doctor then feels that they could have been seen by another member of the clinical team, they will advise the patient of such.

1. Jim underestimated how many Newsletters he could deliver and asked if he could have more.

* Claire explained that there were plenty available.

1. Jim recently found out he was short of magnesium in his blood and wondered how many other patients were short of ‘something’. He wondered whether it was possible to offer blood tests to all patients.

* Debbie explained that this really would not be possible due to time and resources. Also the NHS does not have the financial resources to test every patient. Patients are referred for blood tests when clinically appropriate by the GP/Nurse. We also offer free NHS Health Checks for patients aged 50 and over.

1. Jim is amazed how hard Venetia works and her efforts for fundraising. He wondered whether it may be a good idea for the group to get to know each other better by having a social evening.

* The group felt that it would be beneficial to get to know each other better.

1. **Practice News (Debbie)**

* Sister Claire May is now offering evening surgeries along with the GPs. Her clinics will be held approximately every 6 weeks.
* LIVI Video Consultations – this is being rolled out within East Cornwall to offer appointments for patients (with access to a smart phone or tablet) in the evenings and weekends. We will start advertising once we go live. Information about this new service is in the newsletter.
* Online Services – we have had a lot of patients successfully sign up for Patient Access. There have been a few queries from patients having issues ‘logging in’ which is time consuming. We may change the way we register patients moving forward.
* We are absolutely thrilled to have been voted as the 4th best practice in Cornwall and ranked 166 out of 6859 surgeries in England putting us in the top 2% of practices in England.

Gerith asked if the locality in East Cornwall was merging and were we at risk of being taken over by Virgin Health?

* Nigel explained that Quay Lane Surgery is part of a neighbourhood (with Saltash and Rame Practice) under the bigger PCN (Primary Care Network) which is East Cornwall. PCNs and Neighbourhoods can offer services and respond to local needs. There are no plans for Virgin Care to take over any services within East Cornwall.

Claire recently attended the East Cornwall Practice Summit in Liskeard. She was impressed by the GPs, Nurses, Pharmacists, Practice Managers attending and their enthusiasm after a long day. Everyone seemed to be very positive regarding the new systems and structuring in Primary Care services.

During a visit to Scotland recently David had to seek medical help and was seen by a Nurse who was able to prescribe. He wondered whether we had considered this.

* Debbie explained that our last Nurse was a prescriber and could prescribe for patients for certain conditions and minor illness. Unfortunately despite advertising since March, we have been unable to fill this post.

1. **Carrying on the Good Work (Claire)**

Today is a big day for me as Chair of the group and I come with lots of enthusiasm. I have had 1,000 colour Newsletters printed at a cost of £105.00. Many points raised by the group today are clearly explained in the Newsletter. It is important that the PPG supports the Practice and helps patients with the many changes taking place.

I would like the PPG to support me in raising funds to replace the floor covering in the waiting room at Downderry Surgery. The carpet is worn out despite being cleaned regularly by the Practice. I am happy to get quotes from three organisations in Cornwall who provide medical flooring and I will endeavour to get some grant assistance with this if possible. Subject to satisfactory quotes - are the PPG happy for me to proceed? Everyone present today supported this request. I am also going to get quotes for a new sound system at Quay Lane Surgery. This request was also supported.

I was employed by South West Ambulance Service and when I first lived in Seaton, there was one Community First Responder based in Downderry. When this Responder retired, there was no further interest. I recently approached SWASFT about starting a new group, and they told me that if there were enough interested people living locally, that they would look into the feasibility of starting a new group in Downderry. Should I do this alone or can I use the PPG name as part of supporting the community? Margaret felt that it is definitely something that the PPG could be involved with. David asked if it needed to be restricted to Downderry and if the Deviock and St. Germans Parish Councils could be involved too. Nigel agreed and said that if there was a lot of interest then it could be split into areas. The PPG is happy for Claire to write an article for the Nut Tree and use the PPG e-mail address to receive enquiries.

I have used some of the funding from the grant monies given by the East Cornwall PPG Enabling Fund to pay for the following:

Newsletter 1000 copies £105.00

PPG Badges £39.20

Newsletter Holders £33.20

Stamps £7.32

Test Newsletter £1.20

**Total:** **£185.92**

I hope that the PPG agrees that this is good use of the monies given to help promote services at Quay Lane Surgery. David proposed agreement and Gerith seconded. Margaret will arrange for a cheque to be paid to Claire to cover the cost.

I am very keen to put on a Dementia Care Event in the next 12 months. Whilst this wouldn’t attract extra funding for the Surgery, it will promote the Practice as ‘Dementia Friendly’, and this will be good for CQC validation. The event could be held at the Surgery or the village hall. I will share my ideas with the group for discussion at the next meeting.

1. **AOB**

* There was a discussion about holding a Christmas get together for the PPG.
* Venetia asked Nigel if he could let her have the big PPG stand for the Fayre on 23rd November.
* Danielle asked for donations for the Christmas Hamper. It was suggested that if there were insufficient donations received for the hamper that possibly some PPG funds could be used to make it up with a few extra items.

Claire thanked everyone for attending. She asked that members reported any concerns or questions to her about anything raised during todays meeting.

**Next Meeting: Thursday 28th November 2019**