

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 14th December 2022 – 6.30pm - AGM

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>Alan, Susan P, Chris G, Hazel A, Colin C, Janet, Beti, Colin McC, Hazel McC, Clare, Ann, John</p> <p>Surgery: Lisa, Lucie, Natalia</p> <p>Apologies: June S, Marilyn, Philip, and Debs</p> <p>Apologies received post meeting as remote meeting link did not work for all.</p>		
2.	<p>Minutes of the last AGM and approval of constitution</p> <p>Alan informed the group that a previous member of the PPG passed away recently. The PPG would like to pass on their condolences to his family.</p> <p>The minutes of the last AGM held on 24th November 2021 were voted as accurate and accepted.</p> <p>The constitution was voted as accurate and accepted.</p> <p>Alan thanked everyone for their support during the year, it was greatly appreciated.</p>		
3.	<p>Financial – Susan</p> <p>The report was voted as accurate and accepted</p> <ul style="list-style-type: none">• Account Balance (WES) - £2377.69• Account Balance (CL) – £106.13• Christmas Raffle – the money raised from selling raffle tickets totalled £56. The draw for the raffle was held and the winning ticket was 631. Natalia to notify patient and request that they come and collect the hamper.• Final balance sheet to be circulated with the AGM minutes.		
4.	<p>Surgery News - Lisa</p> <p>Lisa advised the group that Dr Akhter has retired from the partnership.</p> <p>We continue to recruit for new salaried GPs.</p> <p>Colin McC proposed that the group would like to pass on their thanks to Dr Akhter and to wish her well for the future. Colin to send a card on behalf of the PPG.</p>		

<p>5.</p>	<p>Annual report of the PPG</p> <p>Lisa suggested that perhaps the PPG could be involved in creating the annual report this year. Suggestions regarding content were made:</p> <ul style="list-style-type: none"> • The group would like to pass on their sincere thanks to all the staff for all their hard work over the last year. The reception staff have done a particularly brilliant job, well done!! • Lisa informed the group that the most recent patient survey was an improvement on the last and that comparatively other surgeries were struggling. • As reported previously, the telephone system will be upgraded in the new year to allow patients to press a number and the surgery will call them back rather than waiting in a queue. • Social media – unhelpful in improving patient care when negative and anonymous. The surgery asks the patient for more information when on NHS choices to see if they can investigate. They do not respond in the main to google as we have many more ways for patients to feedback. <p>Lisa advised that the national initiative to allow patients access to their medical records has been delayed. This is to ensure that sufficient education is given to both patients and clinicians.</p> <p>It was suggested to reinstate the DNA policy as there has been a lot of people not turning up for appointments.</p> <p>Alan thanked the PPG members for their support over the year and how lovely it was to be able to meet again in person!</p>		
<p>6.</p>	<p>Proposal of committee members</p> <p>Prior to the meeting, we only received one nomination for a position on the committee. Alan agreed to stand again as Chairperson. Chris G would be happy to be Vice Chair and Hazel is happy to continue as the Patient Voice Representative. Lisa is happy to be Treasurer with Susan remaining as a signatory. Anne expressed an interest in the role of Treasurer. Given that this was her first meeting, Lisa suggested we review this in three months once she has a feel more of the PPG.</p> <p>The following committee was adopted.</p> <ul style="list-style-type: none"> • Chairperson – Alan • Vice Chair – Chris G • Treasurer – Lisa (to be reviewed in 3 months) • Patient Voice Representative WES – Hazel M • Patient Voice Representative CL – Sue J • Secretary – Lucie and Natalia <p>Lisa will contact Alan and Chris G regarding meeting up to discuss the PPG.</p>		

	<p>Alan expressed his thanks to Susan for her role as Treasurer over the last 6 years and to Alice for her support as Vice Chair for many more.</p> <p>Anne and Janet were elected as committee members to the PPG.</p>		
7.	<p>AOB</p> <p>There were no items raised.</p> <p>Alan concluded the AGM by thanking everyone for their support and wishing everyone a happy Christmas and a healthy and prosperous New Year!!!</p>		
8.	<p>Date of next meetings:</p> <p>Wednesday 1st February @ CL 1.00pm</p> <p>Wednesday 5th April @ WES @ 6.30pm</p> <p>Wednesday 7th June @ CL @ 1.00pm</p> <p>Wednesday 2nd August @ WES @ 6.30pm</p> <p>AGM - Wednesday 4th October @ CL @ 6.30pm</p> <p>Wednesday 6th December @ WES @ 1.00pm</p>		