**Terrington St Clement Surgery**

**Patient Participation Group**

**Annual General Meeting**

Minutes of the Meeting dated 8th February 2017 held at the Surgery

Present: Sheila Young – Chairman

Dr Imran Ahmed – Lead GP

Shirley Fones

Bryan Fones

Carole Clough

Janet McCarthy

Alan Sherfield

Barbara Hill

**Apologies for absence**

Betty Lewis and Vincent Coggins.

**Chairman’s report of previous years activities**

Chairman's Annual Report 8th February, 2017

During the past year we have met on alternate months at the surgery in order to exchange experiences and concerns, and to receive reports on matters concerning the Queen Elizabeth Hospital, the Clinical Commissioning Group and our own Surgery. Betty Lewis, QE Hospital Trust Governing Body representative has kept us informed of innovations and staff matters, and we have been able to receive good feed-back from Betty at subsequent meetings. Emergency services are constantly under review, and our Dr Ahmed is able to keep us informed of current procedures being employed in efforts to bring faster safe services in what is always a challenging situation

Our members have been free to challenge surgery administrative procedures directly to our lead G.P — Dr Ahmed — who has addressed any problems. Your chairman was interviewed by inspectors from the Care Quality Commission during it's monitoring visit, and endeavoured to give an honest appraisal of the service received, from the Patient's point of view.

Whilst we remain aware that our main function is to support all patients and surgery staff, there also remains the need to raise funds, not only to pay our way, but to be able to fund any items needed for the better comfort and convenience of patients, items which are not routinely provided by the National Health Service. The Christmas Raffle for 2016 raised E674.00, which this group agreed to put towards a new De-fibrillator, much needed at present.

An important function of this Group is to bring information and help on specific healthcare subjects e.g diabetes, stroke, etc. by inviting subject specialists to talk at meetings. This can only be achieved if there are sufficient members to create an audience! To this end I feel that in future months we all need to recruit more participants. It is important to remember that all patients of the practice are automatically Group members, and will be welcome to come to any meeting, even if not on a regular basis.

I thank our Secretary and minute taker, Barbara Hill for sterling work and support, also Alan Sherfield, our trusted Treasurer. Also, of course Dr Ahmed who allows us to invade the Surgery regularly, and who gives his support so willingly.

Sadly, there is news today of the death of long-time member and character Eddie Armstrong. His humour will be remembered!

**Treasurers presentation of audited financial report**

Balance Sheet for the year ended 31st December 2016.

Income Expenditure

Christmas Lottery £673.00 Nil

Carried forward 253.07

Income 673.00

Expenditure 0.00

**£926.07**

**Approval of meeting dates for the coming year**

April 12th 2017

June 14th 2017

August 9th 2017

October 11th 2017

December 13th 2017

**Surgery review Dr Ahmed**

The Practice, at present, is under pressure as Dr Nicholls had broken her ankle in two places and will need to be away from the Surgery through February. Dr Mason is also away on holiday for most of February. Emma is also off sick and so the Surgery is running on minimal staff. Dr Ahmed stated that all Patients needing to be seen will be seen.

A new telephone system is being installed and calls are now being recorded because it is good governance to record people being given Medical Advice. The system cannot be hacked as the previous system was previously. It also has a feature that will tell the receptionist who is calling by the number that is used. This will be of benefit to those suffering more serious medical problems because the name of the person will be immediately identified to the receptionist who can then call them back immediately.

The CQC were very happy with the inspection they carried out at our Surgery.

A member was concerned about the introduction of a triage system at some other Surgeries, where a poorly child was seen by a Nurse and told to attend a Doctor’s appointment the following day. The member wanted an assurance that this system was not going to be introduced at our Surgery. Dr Ahmed said that he would not adopt that type of system but much larger Surgeries do work to different rules.

**Any other business**

The Chairman commented that one of the issues we were encountering was the recruitment of people to join us. Although there were two Patients who had expressed an interest the Chairman had not been contacted by them at present. There could be a notice put into the Anchor Magazine informing Patients of the benefit of participation. If you are a Patient of the Surgery you are entitled to attend.

It was suggested that a presence in the Surgery would possibly help, as engagement with Patients enables us to tell them what we do.

Functions like the strawberry teas which had been held in the past, also proved beneficial for recruitment.

It was felt that the times of the meetings did exclude a lot of people as it was at tea time.

It was suggested that a survey might be useful to ascertain what would suit our Patients. It was agreed that Janet would compile a questionnaire that could be used ready for the next meeting.

It was also suggested that a specific area should be allocated to the PPG within the Surgery, with a suggestion box to enable Patients somewhere to put their completed survey. Also, the list of dates on the PPG Poster had been removed prematurely from the notice board. An area of our own should prevent this from occurring.

It was also suggested that a uniform for the receptionists and or name badges might also be considered because Patients are not aware of who they are talking to when conversing with the receptionists. Likewise, they should also say who they are when answering the telephone. Patients find it uncomfortable when the Doctor asks “who did you talk to” and you must admit that you do not know and you then need to describe them. It was agreed that this should be addressed.

The meeting closed at 1850.

**Date of Next Meeting**

The next meeting will be held at the Surgery on Wednesday 12th April 2017 at 1730.