

3 Villages PPG Minutes of the AGM meeting held on 23rd January 2019

1. Present: John Sabin, Chair (JS); Linda Sabin (LS); Hilary Taylor (HT); Rev Tom Chapman (TC); Marion Griffiths (MG); Alan Watkins (AW); Colin Burch (CB); Sue Helm (SH) Minutes; Liz Davenport (LD); Paula Collins (PC) Practice manager; Josh Corns (JC) Asst practice manager; Adrian Head (AH).

2. Apologies: Irene Arrowsmith (IA); Carol Longmore; Bob Homer (BH); Inge Hill (IH); Dr Foulds.

3. Minutes of the last meeting – 28th Nov 2018

Approved as correct

4. Matters arising from the minutes

Item 6 – Wollaston Surgery meeting room – PC confirmed that SHSCC was the preferred venue

Item 9 – Blood tests – Problems highlighted at last meeting were teething problems with new system

Item 10 – Defibrillator – SH to progress with KF Community Centre. Also Heartstart may be able to give some advice.

Item 12- Did Not Attend figures for GP appointments distributed for information

Item 12 – Children’s appointments – no further progress

Item 14 – Insurance for Tea Parties – CB confirmed that a quote from Policy Bee had been accepted to cover public liability and excursions. Practice will reimburse the cost.

Item 16 – Early morning appointments – PC confirmed that doors open at 8am normally and at 7am if there are early appointments booked

Item 16 – Ramp at Boots Wollaston – Support rails now installed thanks to PPG committee reporting and following up this matter with Boots

Item 16 – Appointment waiting times estimated at 3 weeks, patients still experiencing problems with getting through on the phone.

5. PPG Chairman's Report – JS

Very little positive to report apart from the Alzheimers Walk which was a success

Closure of Wollaston surgery was announced despite petition and efforts of PPG Action Group. PC assured the meeting that the decisions and process had all been above board.

Parking at Surgeries – no resolution to problems at SHSCC for future

6. Treasurer's Report – CB

Balance in account increased to **£354**– a £36 increase

Income - £46 from book sales

Expenses - £10 for refreshments

No outstanding bills to be paid

From April 2019 there will be no income from book sales as the money raised from book sales at SHSCC goes to Mary Stevens Hospice. There is still stock of books at Wollaston which could be sold off at tea parties.

Potential expenses which need to be covered are paper and ink for admin, attending events and travel expenses.

7. Locality Group Feedback – LS

4 attendees at last meeting which was very low. No further progress re merger of Kinver and Moss Grove surgeries. Minutes to be distributed – **Action: SH**

8. POPS feedback – SH reported on information relating to events and groups in the area that may be of interest to tea party members. Already sent to committee.

Offer of support from POPS for PPGs wanting to use social media to reach their patients and promote activities –**Action: SH to contact Keren Hodgson** of POPS group to express interest.

SH to attend next meeting on 7th Feb 2019 in absence of IA.

9. Wollaston Surgery -CB - – closure date to be confirmed, likely to be April 2019. Process to be agreed with NHS England on how this is communicated to patients.

10. Parking – CB- No further information received from CHP – **Action: PC** to consult with Dr Tapparo

11. Extended Opening Hours – LS/CB – Query raised whether Sunday morning appointments currently offered at Wollaston surgery will be available at SHSCC when

Wollaston closes. PC reported that the centre can open on Saturday mornings so this may be an option – **Action: PC** - to be confirmed

Sunday appointments at Wollaston and Wednesday early morning appointments at SHSCC will continue until 31st March 2019 when the funding runs out.

12. FFT Results – Friends and Family Testing – PC confirmed that texts are sent to patients following appointments asking them to rate their experience. These are analysed by the practice each month to identify themes. To date 7,316 patients have responded and scores have been mostly positive with 71% of patients stating that they would be extremely likely to recommend the practice to others. Negative comments have been mostly about appointment availability.

Action: PC to provide details to SH for distribution

13. Practice update – PC. New Advance Nursing Practitioner appointed – Eleanor Hinks and she will work the days currently not covered by the other ANP.

Dr Waters has signed to stay with the practice for a further 6 months

Advert for temporary administration vacancy being advertised

Facebook being used more to promote health campaigns and information about the practice

14. GP surgery Review – LS

LS informed the meeting that a date needs to be set by the practice to discuss the findings of the review with the PPG as highlighted in the CCG newsletter. **Action: PC** to provide for next meeting in March 2019.

15. Appointment of Officers

Chair – John Sabin standing down. The meeting thanked John for his time and efforts over the last 12 months.

Adrian Head nominated as Chair and seconded for 2019.

Vice Chair – Colin Burch announced that he may stand down after March 2019 but would stay in the role until then.

Secretary – Sue Helm agreed to stay in the role for the next 12 months

Treasurer – Colin Burch announced that he may stand down after March 2019 but would stay in the role until then.

16. Executive Committee

All above elected officers are on the Executive Committee. Additional members elected as below:

LS nominated and seconded

IA currently on Exec Committee – to be confirmed if she wants to remain on Exec committee

LD volunteered to be on Exec Committee and seconded

The Executive Committee is contacted when a quick decision is required between PPG committee meetings.

17. Any Other Business

CB – Change of POD telephone number announced and messages sent out to patients by text and announced on Facebook. CB asked whether new leaflets would be produced to advertise this – **Action:PC** to consult POD manager.

CB – Will POD team be attending a future PPG meeting as they did not attend the November 2018 meeting. **Action: JC** to contact the POD team.

LS – Wollaston surgery have items on site owned by PPG – when can these be collected. **Action: PC** to advise.

PC – KAB Locality minutes Nov 2018 query from Dr Tapparo regarding the potential name change of the tea party group. CB confirmed that after Wollaston closes the name may need to be changed as the tea party will continue with members from other surgeries being allowed to attend. This will be discussed as a constitutional change at the Tea Party AGM in April 2019.

PC – Request for agenda items to be sent to PC regarding any practice issues in advance so that the practice has time to respond. **SH to action** for future meetings.

PC – Dr Foulds received an email re a clinical matter. Reminder that any clinical matters should be sent to the practice rather than individual.

Date of Next Meeting – Wednesday 27th March at 6.15pm