

Aylmer Lodge and Cookley
Patient Participation Group
Annual General Meeting
1st March 2017

Minutes

Present; Barbara Pugh (Chair) Julia Stanfield (Secretary) **Members;** Heather Fulcher, Marian Manton Audrey Jones, David Coultas, Jim Lawson, Frances Peckham, Anne Rendell, Margaret Clilverd, Gill Atkin (former chair), Louise Rotheram. **Patients** J.T. Fletcher, P.M. Fletcher, Trevor Bourn, Graham Howell, D.Elaine Jones, Robert Gramann (former Chair) Jean Horton, Anne Hingley (former Chair) Fred Holland, Jayne Barraclough, (Practice Manager)

Guests; Chris Onions, (Patient Rep on (Clinical Commissioning Group Board [CCG,]) Margaret Reilly, (Healthwatch Worcestershire.)

Apologies; Joan Kidd, Margaret Rogers, Cathryn Plain, George Johnson, Lynn Jones, Elaine Botfield.

Barbara welcomed everyone to the meeting and the minutes of the last AGM were read and agreed, with no matters arising.

Chair's Report

Barbara gave her report as Chair outlining the group's activities and successes during the previous year. She announced future dates for diaries; Dementia Event at Cookley on 13th May and Thanksgiving Church Service at Cookley on 25th June. (See attached Chair's report.)

Introduction; Jayne Barraclough, Practice Manager

Jayne outlined her priorities since coming into post 6 months ago. The brief patient survey conducted by the PPG in the waiting room recently showed many people asking for assistance with accessing the Practice website to order prescriptions or book doctors' appointments. Arrangements are in hand for Jackie Cleaton to tutor interested patients. There are already 300 patients on the email list, which will enable newsletters, details of flu clinics etc to be sent out.

The Practice recently had an inspection by the Care Quality Commission, which went very well. Jayne reported that CQC gave no negative feedback at all, which is very remarkable.

Regarding recent changes, Jayne reported that most changes had been at the Cookley surgery, with Dr Rumley and Dr Hall leaving. The current arrangements with doctors having a particular day of the week there, are proving successful; it allows continuity for patients and they can benefit from each GP's particular specialisms. Similarly, nurses and reception staff worked in Cookley and Kidderminster, giving 'One Practice, Two Sites.'

Jayne would be pleased to hear of any suggestions for improvement that patients could offer.

Renewal of NAPP Membership (National Association for Patient Participation)

This was discussed and the Conference and the newsletters were found helpful so renewal was agreed.

Action by the Chair and Jayne Barraclough.

The difficulties for those who wish to read the newsletter but cannot access email were mentioned; it was explained that, due to the volume of information, it is not possible to print off and post information from the website and newsletter routinely. The group had previously paired members up, which was a successful arrangement for some.

Action; Secretary/Chair to print off the front sheet of the NAPP newsletter for the next meeting to allow further discussion.

A patient drew our attention to the computer training available at Cookley Village Hall for £3 a session.

Action; details to be brought to the next meeting.

Floorwalking;

Barbara explained that Floorwalkers were volunteers from the PPG, who regularly stood in Reception at Hume St to assist patients and prevent long queues arising; they help with the Check In Screen, show people to different parts of the building and answer queries.

Jayne will provide the Floorwalking volunteers with cards so they can collect more email addresses from patients in the waiting rooms.

Action; Jayne

The rota was circulated for completion.

Announcements and Future Events

A Dementia Awareness Event will be held by the Practice and the PPG on Saturday 13th May at Cookley Village Hall. In the patient survey, this topic was by far the most requested by patients.

The topic for the following event will be decided at the next meeting, based on the survey results.

There will be a church service at Cookley Church on 25th June with a theme of Thanksgiving.

There was a consensus that the meeting from May to September, when the nights are lighter, should be held at Cookley Village Hall. This will involve a slightly later start, probably 7.30pm. The group will discuss car sharing, if anyone has difficulty travelling to Cookley.

Election of Chair and Secretary

Chris Onions explained his role and had agreed to lead the process of electing the new chair and secretary.

As Barbara and Julia have completed their term in these posts they are standing down. Gill Atkin was nominated and seconded as the new Chair and was elected without opposition; she will take up the post immediately.

Gill addressed the group describing her experience of chairing and her thoughts for the future of the group.

No-one volunteered for the role of secretary but one member agreed to type up the minutes if someone else would take them.

Action; Gill, Margaret, Jayne, Barbara and Julia to have a handover meeting soon.

A patient suggested a possible amalgamation with the PPG at Northumberland House. The idea was discussed but the consensus was that no formal approaches should be made, as every Practice had a right to its own group. The group will of course be happy to co-operate with the other group on issues of mutual interest.

Anne Rendell is deputy chair of the CCG Advisory Group and requested someone to stand in for her, if she is unavailable. Several members offered their services.

Margaret Reilly explained the role of Healthwatch Worcestershire to the audience; including patient surveys, unannounced visits to hospitals, surgeries, dentists etc.

Dr Carter

Dr Carter's talk outlined the huge variety of work undertaken by the practice staff and other clinics and activities on the Hume St premises.

His PowerPoint presentation, with the details of his talk is attached.

He asked for feedback from the audience about the use of a clinical pharmacist in the practice and received favourable responses from the audience. He asked that any further comments be sent to him.

One patient commented on how helpful admin staff had been when he needed urgent advice on where to take a family member. Dr Carter commented that many of the practice admin staff were very experienced and knowledgeable in where to direct patients.

Dr Carter answered questions from the floor about the current issues in the NHS, explaining the role of and pressures on primary care.

Mr Fred Holland, a patient of the practice, who has worked tirelessly for many years to build Diabetes Services locally, was invited to speak to the meeting about his work and show the audience the his recently awarded Citizen's Medal.

Members of the group thanked Barbara and Julia for their hard work and commitment over the past years. They were presented with bouquets of flowers by Dr Carter.