

## PPG Annual General Meeting 20<sup>th</sup> March 2019

### Present:

**Julia Stanfield (JS), Elaine Botfield (EB), Horace Botfield (HB) Catherine Plain (CP), Audrey Jones (AJ), Corinne Wood (CW) David Coultas (DC), Alison Price (AP), Louise Rotheram, Margaret Reilly (MR), Joan Kidd (JK), Jim Lawson (JL), Heather Fulcher (HF), Alison Price (AP) and Daniel Smith (DS), Dr Joanna Jenkins (JJ)**

**Apologies: Marion Manton (MM), Fred Holland (FH), Frances Peckham (FP), Barbara Pugh (BP),**

1.	<b>Welcome from the Chiar – JS</b> welcomed meeting attendees to the AGM.	
2.	<b>Apologies and Introductions –</b> Attendees were introduced and apologies noted as above.	
3.	<b>Minutes of the Previous AGM Meeting</b> The minutes of the last meeting were recorded as a true reflection of the meeting.	
4.	<b>Matters Arising - None</b>	
5.	<p><b>Chairs Report – Julia Stanfield –</b> JS presented a very good report and summary of the previous year's activities. Future developmental opportunities were discussed such as working closely with the other WFNIP PPG's to co-host speakers in the future. Plans this coming year to expand on awareness week work to date and to look at more workshops in conjunction with the Practice. LD workshop to be planned.</p> <p>Before the next meeting in May the PPG constitution will be revisited along with the aims and objectives of the PPG. Potential plans to create some sub-groups within the PPG to look at certain areas of interest. Looking into other areas of activity such as tea parties and would welcome any suggestions made for future expansion and development of the Practice PPG.</p> <p>JS attended the Worcestershire CCG Engagement Team Conference and some interesting ideas were raised which will be discussed at the next meeting.</p> <p>A copy of JS's summary report will be circulated with the minutes.</p>	
6.	<p><b>Practice Report – Corinne Wood –</b> Meeting order changed and Dr Jenkins spoke first. Many of the items covered by CW's report were also raised by JJ. A copy of CW's report will be circulated with the minutes.</p>	
7.	<p><b>Guest Speaker – Dr Joanna Jenkins –</b> JJ provided a summary of the last 12 months at the Practice. This included information relating to the increase to 3 GP trainers within the Practice. The Practice continues to have GP Registrars and medical students and is looking to increase its capacity in this area.</p> <p>JJ advised that there a number of charitable events that some of the staff will be taking part in over the coming months.</p> <p>In respect of previous concerns that have been raised, the Practice implemented a series of training sessions for the Reception staff to improve their customer service skills and to look at how to deal with difficult situations that sometimes occur. We are hopeful that this training has had a positive outcome and will look to repeat when new staff are recruited at the Practice.</p> <p>The Practice is looking at different ways of communicating with patients. At the moment there is a trial of a text messaging service that is linked to the clinical system. We are looking to have this rolled out and used by all clinicians in the future as it is currently being trialled by 3 GP's.</p>	

	<p>JJ informed members that Dr Carter had been awarded Fellowship of the Royal College of General Practitioners in November for his services to training GPs over the last 20 years. This is an extremely honourable accolade and all at the Practice are very proud of him.</p> <p>JJ added that we are very fortunate that there is a very good level of expertise and experience within the whole clinical team at the surgery across a broad range of specialisms. <b>CW to update Clinical Practice Lead document.</b></p>	<b>CW</b>
8.	<b>Election of Chair and Secretary</b> – JS re-elected as PPG Chair. CW will continue providing secretarial support until a permanent replacement is identified.	
9.	<p><b>Announcements and Future Events –</b></p> <p><b>PPG Lunch – JS will circulate list of suggested dates to members.</b></p> <p><b>Car Parking</b> – Concern raised by members regarding lack of spaces at time. CW advised she has written to the hospital trust as on occasion staff have been seen parking in the morning and walking to the hospital. Codes for staff have also been changed recently.</p> <p><b>World Mental Health Day</b> – LR would like this event in October to be one that is recognised by the PPG and Practice. <b>CW and JS to add to the list of awareness weeks / events to be promoted.</b></p>	<p>JS</p> <p><b>CW/JS</b></p>
10.	<b>AOB - None</b>	
	<b>Date of next meeting – Wednesday 1<sup>st</sup> May 2019, 16.30pm – 18.00pm</b>	