



Patient Participation Group

**Annual General Meeting of the  
Old Town Surgery Patient Participation Group (OTS PPG)  
Old Town Surgery  
14 July 18:45 hours**

**Attending:**

(MC) Maurice Cleary – Chair  
(CO) Chris Ockwell– Vice Chair  
(HS) Hayley Slatter – Practice Manager  
(ES) Elaine Sullivan – Secretary  
(KT) Krystyna Tworek – Treasurer  
(BB) Beryl Bowles  
(KB) Karen Burgess  
(SB) Susan Bradford

Dr Heaton  
Dr Carson

Apologies from:

(TB) Terasa Beach  
(RF) Richard Fuller

Virtual membership  
(email only)

**AGM Agenda**

1. Apologies
2. Minutes of the last AGM
3. Chairperson's report
4. Treasurer's report
5. Practice Manager's report
6. Patient survey
7. Election of Officers:
  - a. Chairperson
  - b. Vice Chairperson
  - c. Secretary
  - d. Treasurer
8. Any other business
9. Date for next AGM



Patient Participation Group

**1. Welcome and apologies**

The Chair welcomed the PPG members to the AGM.

**2. Minutes of the last meeting.**

Minutes of the last meeting (16/07/15) were agreed as an accurate record of the last AGM meeting.

**3. Chairperson's report**

A copy of the Chairperson's report is shown in Appendix A.

**4. Treasurer's report**

Treasurer's report was covered in the Chairperson's report in terms of the financial statement. Additional information is shown in Appendix B.

**5. Practice Manager's report**

The Practice Manager's report was made available at the AGM and will be published on the Old Town Surgery website and available upon request. All PPG members are invited to review the report on the OTS website and report back any inaccuracies.

The PM reflected on the objectives we set the Surgery for 2015/16 which were as follows:

- a. Education programme on the services of the Triage Nurse - Done
- b. Promotion of the self-service check-in - Done
- c. Carers' coffee morning. This objective is currently suspended due to lack of take up. Agenda item for August PPG meeting
- d. Educational Evenings – this will be a standing objective for the PPG
- e. The PPG to issue a Patient survey feedback - Done
- f. Newsletter - this will be a standing objective for the PPG
- g. Patients noticeboard – potentially need further boards at each reception area (Agenda item – 11<sup>th</sup> August meeting)
- h. Attend HealthWatch forums - this will be a standing objective for the PPG
- i. Broaden the services offers to patients including online booking of appointments - Done
- j. Continue to provide opportunities for the patients to engage with the PPG and to hold regular meetings – new recruitment campaign in progress (see below)
- k. To advertise the PPG more widely through all available channels - Ongoing
- l. Continue to offer Nurse practitioner appointments – ongoing



#### Patient Participation Group

- m. Continue to use electronic boards in both waiting rooms – ongoing
- n. Advice on health conditions to be readily available on OTS website. PPG to review all literature before publication – ongoing
- o. Ongoing promotion and education of patient online services - ongoing

The PPG are asked to review the objectives for 2016/17 at the next PPG meeting for the surgery and PPG.

#### PPG recruitment drive

**Action: HS** to contact school nurse/Headmaster to find out if any options for young adults to join the PPG.

**Action: ES** to prepare poster, which includes images suggesting diversity/demographics of the PPG membership.

#### Fundraising initiatives

Dr Heaton suggested two additional chairs for the waiting rooms as these have proved very successful. All agreed next fundraising opportunity should be the Flu Clinic. **Action: HS** to provide date of the next Clinic.

### 6. Patient Survey

Old Town Surgery patient survey was available for PPG members to review and make suggestions for the following year's objectives. All PPG members to report at next PPG meeting in August.

### 7. Election of Officers

As per the rules of the PPG constitution, all core committee posts were available for election. Maurice has asked for a replacement as Chair due to his commitments at GWH, which are taking a lot of his time. Chris Ockwell has agreed to consider the Chair position and will work with Maurice this year 2016/17 to gain more familiarity. It is proposed that in the second half of this year, Chris will aim to be in place as acting Chair.

Election results as follows: -

- Maurice Cleary – Chair
  - Proposed by Krystyna Tworek; seconded by Karen Burgess
- Chris Ockwell – Vice Chair
  - Proposed by Elaine Sullivan; seconded by Krystyna Tworek
- Elaine Sullivan – Secretary
  - Proposed by Karen Burgess; seconded by Chris Ockwell. Karen Burgess remains as acting 'deputy' to Elaine Sullivan.



Patient Participation Group

- Krystyna Tworek – Treasurer
  - Proposed by Elaine Sullivan; seconded by Susan Bradford

**8. AOB**

There was no AOB at the AGM.

**9. Date of next AGM meeting:**

The next AGM will be on Thursday 13<sup>th</sup> July 2017 at 18:45.

The next PPG meeting will be Thursday 14<sup>th</sup> July (after AGM) and Thursday 11<sup>th</sup> August 2016 at 18:45.

PPG AGM closed. All PPG members remained to go through outstanding actions from the last PPG meeting, which was held on 16<sup>th</sup> June. All actions and updates are on separate minutes.