

**Annual General Meeting of the
Old Town Surgery Patient Participation Group (OTS PPG)
Old Town Surgery
10 July 2014 18:45**

Attending:

(ML) Margaret Lay – Chair
(HS) Hayley Slatter – Practice Manager
(ES) Elaine Sullivan – Secretary
(RF) Richard Fuller – Treasurer
(MC) Maurice Cleary – Vice Chair
(TB) Terasa Beach
(KT) Krystyna Tworek
(KB) Karen Burgess
(CO) Chris Ockwell
(RT) Royston Tylee
(MT) Margaret Tylee
Dr Ben Basterfield

Apologies from:
Beryl Bowles

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

1. Welcome and apologies

Beryl Bowles gave her apologies to the Chair.
The Chair welcomed the PPG members to the AGM.

2. Minutes of the last meeting.

Minutes of the last meeting were agreed as an accurate reflection of the last 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. It was also confirmed that an Income and Expenditure spreadsheet is available on request/via the OTS website.

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. HS asked KT to proof read the report before publication on the OTS website.

ACTION: KT to proof read the PM report and provide feedback to HS before publication on the OTS website.

Dr Heaton explained the new £5 per patient >75 years old funding policy to be introduced by NHS England. Old Town Surgery has only 5% of its patients over 75, so this will be a reduction in funding.

Self Service, this was introduced recently, however it is currently experiencing an IT issue. This should be resolved by end of the week.

6. Patient Survey

For 2014, it is not a requirement for the Old Town Surgery to produce a similar survey to last year, however they will be expected to ask the 'family and friend' questions, of which there are only two. What is unclear is whether this is at each contact or not.

KT mentioned that the 'family and friends' survey at the Great Western Hospital has more questions.

Old Town Surgery have engaged LMC to undertake the Doctors Survey, which is a multi-source feedback and is required for their Annual Appraisal and five-yearly revalidation.

The requirement to have a patient survey is not present in the PPG LES (local enhanced service). However, if the PPG wished to undertake a form of survey as part of the PPG's objective, this was something that the Practice would encourage and support. HS explained that there is a huge amount of admin involved in collating the survey responses.

RT believes it's a good idea to have a survey. There has been some successes from last year's survey e.g. car parking, Did not attend (DNA) handling process. CO agreed that a survey is a good idea, however, what would make more sense is some commentary to explain the results more. For instance, the question in last year's survey about waiting time to get an appointment usually flags up dissatisfaction. CO's point was that if the commentary explained the reduced number of GPs available to the patients and the issues around recruitment of GPs, this may provide an answer to the patients.

TB volunteered to undertake the data entry, if the PPG agreed to perform a patient survey.

KT/HS had a discussion that members of the PPG might wish to attend the surgery on agreed days/times to catch certain patients and solicit feedback to the survey there and then. HS could provide details of the best times of the day/week when there would be a large patient catchment.

It was agreed to have this as an Agenda item for the next meeting to formulate a data collection exercise including the aims and objectives of the survey.

ACTION: All members to consider what survey we need to undertake for the PPG; purpose of the data collection; timeline and collation of results.

KT mentioned that at the last HealthWatch meeting, the new Success Centres were discussed and the recruitment drive that is underway. KT raised a concern at the HealthWatch meeting that recruitment is a problem in the South West. Dr Heaton believes that the recruitment of GPs for the Success Centres may not pose a problem as the rate for these GPs will be different to the rates at Old Town Surgery.

Dr Heaton also mentioned that the Success Centres have been operating in a 'soft start' since May 2014.

For Old Town Surgery staffing, Dr Peters has confirmed he will be joining the Surgery and working for 5/6 months. He will cover most of Dr Basterfield's sessions. Dr Heaton has stated that for the first time OTS will/may have to resort to using locums.

7. Election of Officers

As per the rules of the PPG constitution, all core committee members were allowed to be re-elected. As none of the core committee members objected, all were returned to post: -

a) Margaret Lay – Chair

Proposed by Royston Tylee; seconded by Terasa Beach

b) Maurice Cleary – Vice Chair

Proposed by Terasa Beach; seconded by Krystyna Tworek

c) Elaine Sullivan – Secretary

Proposed by Margaret Lay; seconded by Margaret Tylee

d) Richard Fuller – Treasurer

Proposed by Krystyna Tworek; seconded by Margaret Lay

All core committee members agreed to remain in post. This is in accordance with the PPG constitution.

8. AOB

PPG will be planning the next Education Evening, which is expected to be in 2nd or 3rd week of November. This will cover Women's Health. Responses to the questionnaire were quite poor. At the last meeting, it was agreed that HS would investigate suitable speakers, which would determine the topic for the next Evening.

ML asked the PPG if it was happy to continue with Stuart's services as official photographer. The PPG agreed that it would be beneficial to retain Stuart's services.

ACTION: ES to compose a letter to Stuart acknowledging his contribution so far and request his services going forward.

Newsletter. Discussions on the next newsletter including feedback on the recruitment issues at the Surgery. It was agreed to add to the next meeting's Agenda.

RT added that he would like to congratulate the PPG on its activities over the last 12 months. The Educational Evenings have been a great success and improvements are being made.

ES agreed to circulate details on the role of the PPG to the new members so it is clear what the objectives are and the various levels of involvement that the PPG members can expect to be engaged at i.e. literature review, surveys, Flu Clinic assistance etc.

9. Date of next AGM meeting:

The next AGM will be on Thursday 9th July 2015 at 18:45.

The next PPG meeting will be Thursday 14th August at 18:45.