**Thorndike Medical Centre Patient Participation Group Minutes of the ANNUAL GENERAL MEETING 2016 held on 22 September 2016**

**Present** :

Nicola Porter – NP

Ann Whybrow – AW

Elizabeth Boucher – EB

John Belfield – JB (Chair

Graeme Brown – GB

Theresa Baker – TB (Practice Manager)

**NOTE**

Last year it had been agreed that the AGM should be widely advertised in both surgeries and held on a weekday afternoon, to attract patients’ attendance. For the same reason, surgery staff agreed to do short presentations during the first hour on “A day in the Life of ….”. Unfortunately, although some patients had been spoken to and given a commitment to attend the meeting, none came. However, the Practice Manager, Advanced Nurse Practitioner, Health Care Assistant and the Reception Manager all talked about their role to the PPG. Thanks to them for their commitment to this meeting.

**ACTION**

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| 1. | **Members Present**  As listed above |  |
| 2. | **Apologies**  Received from MJ, RD, EC |  |
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| 3. | **Minutes of Last AGM**  These were proposed as accurate by AW and seconded by EB. |  |
| 4. | **Outgoing Chair’s Report**  This was given orally by JB, who has now resigned as chair of the group. The main points to note were:   * Compared with other PPGs, this group has a good relationship with staff. * The year in the surgery has been blighted by ill health/lack of availability, particularly of clinicians. * GB has brought energy to the group and helped to plug gaps in the business plan. * The core business has been publishing the newsletter, noticeboard and queue-walking. The latter prompted discussion about availability during the working day and it was questioned why it was necessary for the surgery to close for lunch. * The telephone system has now been subject to a full-scale review and a new broadband is to be installed on the 27 October. The number of telephone lines will be increased.   There followed considerable discussion about practical arrangements at the surgery. TB outlined again the system for obtaining and allocating appointments. She reported that a new HCA has been appointed and another phlebotomist. There is a new Registrar, Dr. Lau Dai.  Some suggestions were made about critical questions for patients, which could be part of a training plan for them.  JB then reported good news: the PPG has completed a survey this year on health lifestyles, taken part in the Medway Mile and participated in the Watts Almshouses Fete. |  |
| **5.** | **Business Plan**  It was agreed that the Diabetes Prevention Programme should be the main focus of PPG business in 2017, led by Tessa Attwood (Medway Council) and Dr. Moore. A local diabetes support group will be established next year based in the Thorndike.  There was further discussion about workstreams and AW suggested that complaints to the practice should be a topic for regular discussion as a standing item. It had been agreed that they would be part of the surgery report at monthly meetings and agreed here that the PPG should look at themes in complaints.  **In conclusion, the aim of the PPG for 2017 should be representation, communication, and complaints.** |  |
| 6. | **Election of Officers**  JB proposed RD for vice chair, seconded by AW and further supported by NT, GB, EB.  However, no-one was willing to take the role of chair, so a proposal for a “rolling” chair was accepted. It was proposed that the role of chair should be taken on for 3 months, to provide some continuity.  It was also proposed that AOB items should be added by submitting a slip before each meeting to the vice chair (who currently does the agenda/notes of the meeting) |  |
| 7. | **Any Other Business**  None |  |