

## **Minutes of the PPG AGM of 14<sup>th</sup> June 2012**

Attendees: Ros & Colin Burgess, Hazel Duncombe, Maggie Fraser, Jean Gregory, Kay Kemp, Clare Macadie, Gerald Plastow (in the Chair), Jenny & Baz Staple, Julia & Peter Stillwell, Pat & Pam Weare.

In attendance: Ann Lee, Dr Bruno Capone, David Morris (visitor).

**Apologies:** None received.

**The Chairman** welcomed all attendees and told the meeting that the AGM would follow the presentation on "Commissioning". Dr Capone was required to attend a further meeting elsewhere.

**Dr Capone** gave an informative presentation on the subject of Commissioning. There were numerous questions from the attendees to further expand upon the information presented by Dr Capone.

The Chairman thanked Dr Capone on behalf of the attendees. Dr Capone left the meeting.

### **The Annual General Meeting.**

#### **1. Acceptance of the Constitution**

The Chairman introduced the subject of a Constitution with a brief outline related to the question of **why have a PPG?**

The Department of Health has sought to provide patients with a way to interact with their GP's practice and last year published an 11 page document entitled "Patient Participation Directed Enhanced Service (DES)..." describing in some detail how this was to be achieved. This required each Practice to set up a Patient Reference Group, (PPG) "so as to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice."

A second requirement was that practices should "seek views from practice patients through the use of a local practice survey". This was to be done through a multi-stage process, involving the PRG at each stage, resulting in an action plan and a Local Patient Participation Report that had to be publicized on the practice website and be updated as to subsequent

achievement.

If the local primary care trust is satisfied that a properly constituted group of registered patients only has been set up and a survey carried out within a set timetable, the Practice is rewarded by a payment of £1.10 for each such patient.

The Group has to be independent of the Practice but this does not mean that the relationship between them should be other than constructive. It does, however, mean that for reasons of confidentiality the Group cannot access the Practice's data base, which includes their e-mail addresses. This creates a problem in contacting our members economically.

**The Chairman** requested a vote on the acceptance of the Constitution.

***The meeting accepted the adoption of the constitution unanimously.***

## **2. PPG achievements so far**

- 2.1** The development of a new Constitution, adopted today.
- 2.2** The Practice has carried out the required survey procedure, having obtained the agreement of the PPG at the appropriate stages.
- 2.3** Following representations from the PPG, the Practice has installed a new telephone system in Reception, providing three incoming lines in place of the original single connection.
- 2.4** The Practice has also recently installed an air purification plant in the Waiting Room.
- 2.5** A new system has been introduced in Reception to allow patients wanting to make a confidential request to do so in privacy, using the yellow slips.
- 2.6** A profile with a photograph of each of the partner doctors and the Nurse Practitioner is now displayed in the Waiting Room, detailing their specialisms.
- 2.7** The practice's external notice boards have been up-dated to include the names of the new partners.
- 2.8** A wall-mounted children's toy, that can be easily cleansed, is waiting to be fitted in the Waiting Room. It was funded by voluntary contributions.

## **3. Other Tasks in Hand**

- 3.1** The New Patient Leaflet is being up-dated.
- 3.2** The Practice website will be up-dated on a more regular basis.
- 3.3** The Practice is investigating the installation of a touch screen which would

enable patients to book-in via a touch screen on arrival

- 3.4 Consideration as to how information available in the Waiting Room could be better organised.
- 3.5 Arranging an on-going programme of regular health related talks.
- 3.6 The special needs of specific groups (e.g. patients whose first language is not English).

**4. The following matters were raised and should be considered further:-**

- 4.1 A PPG Newsletter could be circulated to provide a regular update of PPG activities.
- 4.2 A PPG e-mail address is required to enable Patients to contact the PPG independently of the Practice. This is currently under investigation.
- 4.3 The Practice Website has a PPG section that is frequently updated.
- 4.4 Information leaflets could be produced to keep Patients informed of new developments.

**5. Date of the next PPG Committee meeting.**

The Chairman reminded the Committee members that the next meeting is to be held on Thursday 12<sup>th</sup> July at 7.00pm.

**The Chairman closed the meeting.**