**Minutes of PPG AGM held 18.30 hrs, 7/10/19 at the Surgery**

**Present:** Ken J, Liz J, May L, Alison C, Robert B, Christine T, Dave T, Ina N,

Lynda T, Bill T, Ian C, Sheila B, Terry B, Dr. Lakhani.

**Apologies:** Dave H, Brian OH, Lynne C, Lynne R.

**Minutes of last AGM:** The minutes were accepted as a true record. No actions outstanding.

**Presentation of events throughout the year:** Sheila welcomed everyone to the AGM and said “we had had a different year with lots of changes and above all a lot of hard work from everyone at the surgery. Various reports will be given by people much more qualified from me. T think that we are the best surgery and forward looking. Two things that have happened at Dudley Court during the past 2 weeks. One being the residents has been able to receive their flu jabs at Dudley Court and two, a phone call from May to make sure everyone coped with the floods and make the surgery aware if anyone needed help. We were marooned and it created quite a lot of excitement with the residents and copious cups of tea! All in all we are moving forward extremely well and this is due almost entirely to the dedicated work of the doctors and staff. Keep up the good work and our love and thanks to all”.

**Practice Update;** May expressed her thanks to everyone for helping with recent events including the Flu jab clinics, support with feedback to the surgery when requested and understanding when the new computer system was being set up.

May outlined the main achievements, some of the difficulties and plans for the year ahead. The System one is now widely used but created a difficult transition, but it benefits the surgery as it is able to have better information sharing to other organisations within the NHS and social care. There is still some work to do as patients need to use more on line services where possible, the surgery still has a lot of phone calls requesting repeat prescriptions. Christine T asked why it was difficult to get and appointment one week in advance, but was easy to get an appointment 3 weeks later, May explained that it was availability and volume of patients. The surgery now has over 4200 patients and with the recent closure of East Goscote surgery this has produced over 100 patients requested to join.

May told us about new members of staff and the vacancy still of a receptionist. She also mentioned an existing member of staff who is being trained up as a Medical assistant, who can help the doctor with phone calls and administration.

The recent Dementia event was such a great success, and the open evening gave patients time to ask questions. The surgery had achieved 100% in the child immunisation programme which was great for families.

The training hub through the CCG is still going on with students still attending the surgery with the hope that they would like to become future GP’s.

The surgery is part of the newly formed Soar Valley Primary Care Network which will help with extended hours but has not had too much take up so far, but it is early days.

Because the surgery had done so well in previous CQC reviews our surgery will take part in a telephone review annually, this will take place on 11th November, and so paperwork is being gathered.

Challenges for the future are still a problem such as opening on Thursday afternoons because as there is still not a full complement of staff this is difficult. Filling vacancies both locally and nationally is a problem, but choosing the right person is key. Lack of support from other services is still ongoing and helping the housebound patients is not easy.

The next 12 months plan is to continue to improve services, encourage patients to do more on line services and to educate patients. The hope is that the surgery can get the use of some of the 106 money created by the building of new houses in the area. This will allow the renovation of the nurses rooms and perhaps be able to extend the building. There may be opportunities for volunteers to assist in some way, but the team will need to ask about confidentiality issues, they must be overcome so that there are no issues for patient’s records.

**Financial report:** Dave made sure all had a copy of the finances and explained that the report went to the end of August so the last event at Dudley Court would be reflected in next year’s AGM report. May has some ideas to for future items to help the surgery staff that can be purchased from funds raised by PPG events.

It was agreed that the use of Dudley Court was very good and that a donation of £10 goes to their funds so that we can ask again for its use in the future.

**Election of Officers:**

* Chairperson - Sheila Breed (nominated by Lynda, seconded by Alison)
* Secretary – Liz Jones (nominated by Christine, seconded by Terry)
* Treasurer – Dave Thompson (nominated by Liz, seconded by Alison)
* Publicity - Alison Coulton (nominated by Christine, seconded by Ken)
* Committee members to remain as it currently is.

**Suggestions for future events**

As the time was getting late it was decided that Liz would arrange a suitable meeting date in January to plan 2020 events.

**Any other business**

There was none so the meeting closed at 7.35 pm.