**Minutes of PPG AGM held at 18:30 hrs, 25/09/18 at the Surgery**

**Present:** Liz J, Ken J, Lynda T, Bill T, Dave, Christine T, Dave T, Alison C, , May L, Dr Lakhani, Jenny W,

**Apologies:** Brian OH, Sheila B, Terry B, Ian C, Noreen W, Ina C, Ann H, Dr Coleman

**Minutes of the last two meetings** - confirmed as a true and accurate reflection of the last AGM. No actions outstanding.

**Welcome and Event update** – In the absence of the Chairperson of the PPG Sheila. Liz the Vice Chairperson opened the meeting and outlined another successful year for the PPG. Liz advised of the forthcoming events i.e., coffee morning and Christmas lights switch on. Liz spoken about some changes within the Practice team but as patients the PPG and community are lucky to have a professional team looking after their health and wellbeing. On behalf of all the PPG members she thanked Dr and Mrs Lakhani for all their hard work in the last year. Liz also thanked the PPG committee for all their continued hard work and she acknowledged the present wishes of the secretary Alison to step down and thanked her for all her hard work in the role. Alison will remain a committee member.

**Practice update** - May gave a comprehensive update from the surgery perspective giving a busy 12 months. The new building changes are finished. She offered people a tour after the AGM to enable them to see the completed works.

The practice continues to still have new business and with the changing demographics of the community the practice patient list continues to rise.

May outlined the workforce changes and advised Dr Coleman and Dr Williams are permanent at the practice now. A new nurse had commenced and her skill set brings a new focus on infection control and diabetes amongst many other things. A new member had joined the existing admin support staff. May outlined that feedback to the practice is good and is a great morale booster for all the hard working staff. Customer satisfaction is good and this reflects the new changes with telephone consultation and appointment times.

May thanked all the PPG for their patient engagement, and outlined the involvement of all is much valued and appreciated. The practice looks forward to the continued support the PPG offer.

One highlight for the practice was the open evening which was a great success and bought the PPG a new member. The evening was discussed and feedback from Dave was to consider starting in future at 7pm to reflect the needs of the community.

May outlined ensuring public health is key to the practing and she advised of a number of proactive approaches being taken for vaccines/screening/diabetes prevention to name a few. Medicines management was high on the agenda and fits with the latest NHS update on prescribing guidelines. All agreed a future event could focus on chronic pain.

The train hub has been successful with students from both Leics and Notts University and the Imperial School of Medicine in London being present at the practice. Also there was a physician’s associate during the summer and in which it is hoped that in some way this encourages learning and new members into general practice.

The last 12 months has bought many challenges for example practice opening times. A meeting on 25/9 is to be held to look at this further. Prescription management has taken a lot of staff hours and the practice with the help of the PPG are seeking other ways i.e. online and troubleshooting to reduce telephone calls to the practice to allow staff to carry out other essential work tasks.

A new 7 day access programme a CCG and Federation project will go live in October whereby people can have access to appointments if necessary at one of three hubs out of surgery hours. This will be local doctors and nurses servicing local areas and patients.

May thanked all the team at the practice for their valuable input and support. May thanked the PPG for all their hard work and she feels very proud to be a part of it all.

**Financial report** – Dave ensured all had a copy of the finances which had not yet been audited for the relevant financial year. No questions were raised.

**Election of officers –**

* Chairperson – Sheila Breed (nominated by Liz, seconded by Linda)
* Deputy Chairperson – Liz Jones (nominated by Alison, seconded by Dave T)
* Secretary – Alison Coulton to step down and proposed nominations Ina and Noreen to job share, both were currently away, Liz will confirm with them on their return, Christine also kindly volunteered to assist (nominated by Liz, seconded by Alison)
* Treasurer – Dave Thompson (nominated by Liz, seconded by Ken)
* Committee members to remain as it currently is with the addition of Dave.

**Suggestion for future events** – The Christmas lights switch on will take place, Christine offered to do the booking with the parish council. In the next 12 months one more opening evening at 7pm and one coffee morning with a focus on pain and medication.

**Any other business** – Linda outlined several items for future events. Dr Lakhani thanked all members of the PPG for their hard work, in particular May for her commitment and also Jenny, he thanked all staff at the surgery for their hard work and was sure this would continue in the coming year to enable the practice to best serve patients and the community.

Alison thanked everyone for attending and advised the meeting closed at 19:40 hours.