

**Culverhay Surgery
Patient Participation Group**

**ANNUAL GENERAL MEETING
Tuesday 17th March 2015**

Attendance from the Practice: Caroline Pearmain (Practice Manager), Kay Herniman

Patient Group: Anne Slann, Dave Johnson, Diane Hay, Robert Maxwell, Peter Beresford, Michael Sykes, Rosemary Studd, Susan Hope, Sarah Hale

Apologies: Ruth Kirkup, Diane French, Katy Riddington, Rod Morrison, Jan Herbert, June Kent

1. Minutes from Previous Meeting (Q&A held Tuesday 17th February 2015)

(SHs) apologised to the members of the PPG as the previous months Q & A minutes had not yet been completed and circulated, due to the extra time spent organising the AGM and election. (SHs) assured the PPG that they would be circulated alongside the AGM minutes.

2. Looking back on 2014/2015 - PPG style!

(SHs) gave a presentation (slide attached) reflecting over the work completed by the PPG over the last year. The main message was that we are a pro-active group, that has achieved some tangible, measurable goals, and the hope is that we will continue to do so in areas of priority for the Culverhay Surgery. Who's who.

3. PPG end of year report for Glos. Clinical Commissioning Group

(CP) talked us through the annual report which she is required to submit in relation to our PPG (this is also attached in draft) The group agreed with the report in full, and it was duly accepted. Of particular interest should be the three priority areas (CP) discussed as areas we have worked on and also what we intend to work on. The three priority areas are as follows:

1. Online Services for Patients – booking appointments and ordering repeat prescriptions
2. Information Display Screen in the Waiting Room
3. Education Evenings for Patients

The PPG members formally accepted the draft report, allowing it to be submitted.

4. Election feedback and Results for 2015/2016!

(SHs) gave feedback in relation to the election. One of the main concerns had been the lack of engagement until a reminder mail was sent out about voting. Feedback from the group was that many members didn't feel they knew anyone enough to vote for them. (SHs) discussed ways in which this issue could be combated, and (MS) came up with a brilliant idea for the CSPPG to have a member's 'Who's who' page (Similar to that of the surgery staff). (SHs) and (MS) agreed to work on this project between them.

ELECTION RESULTS WERE ANNOUNCED BY (SHs) AS FOLLOWS:

CHAIRMAN: Michael Sykes
DEPUTY CHAIRMAN: Jan Herbert
SECRETARY: Sarah Hale
TREASURER: Rosemary Studd

The position of HOSPITALITY OFFICER has received no nominations. The PPG discussed the role and decided it was unnecessary. If the PPG wanted to bring refreshments or nibbles to the meetings, this could be arranged on a 'Ad-Hoc basis', through local arrangement rather than an official officer.

The position of TREASURER was also discussed, as hadn't previously been an active role. (CP) stated that she would contact (RS) separately to organise the role and banking arrangements.

(SHs) finished by thanking all members for supporting the election and congratulated our new cabinet of officers.

5. Carer Education/Information Evening

(CP) relayed an idea from CS Practice Nurse Katharine Austin. Katharine had suggested that the PPG organise a Carers evening – similar to the successful diabetic evening that was held last year. The PPG felt this was an excellent idea and agreed to organise this in the coming months – possibly to coincide with a national campaign (dates depending)

6. AOB

1. Refurbishment Bid (MS) - Michael asked whether the surgery had managed to secure a bid to refurbish the surgery. (CP) advised not at the moment.
2. NAPP (SHs) - Sarah told the PPG that she would be applying for the group to become members of NAPP - National Association for Patient Participations. <http://www.napp.org.uk/> - Please check the website for further information.
3. Local care point for elderly (DJ) – Dave asked if anything such as local 'point' could be installed for elderly to meet for key healthcare appointments, i.e. consultants could meet them at CS. (CP) advised it would be difficult to offer something like this due to space and also parking at the surgery.

(CP) closed the meeting and as always thanked everyone for their input and support.

NEXT MEETING – TUESDAY 21st April 2015

NB. (SH) refers to Sue Hope and (SHs) refers to Sarah Hale, Secretary