

## **VICTORIA AND MAPPERLEY PATIENT PARTICIPATION GROUP AGM**

**Held at VHC - Thursday 20th April 2017**

**Present** : Sue Clague, James Pam, Cath Verhoeven, Debs Main, Martin Rudge, Anne Hardy, Robin Taylor, Tryphenia Anderson, Barbara Kendal, Catherine Wallis, Bill Brown, Pat Dexter, Roy Sells, Alan Wilson, Pat Graham, Dr Mawji, Dr Elias, Collette Saxon.

**Apologies:** Dr Nightingale, Daphne Smart, Ingrid Green, ,Susan Jones, Jeanne Ware, Anthony Wright, Marian Donaldson

### **1. 2016 AGM MINUTES 7th April 2016**

These were proposed, seconded and adopted.

### **2. REVIEW OF PPG ACHIEVEMENTS 2016/17**

**Objective 1.** Achieve a more representative membership with a focus on the BME community - Progress has been made with a 50% increase from 4 to 6 members. Daphne Smart joined the Action Group last autumn.

**Objective 2.** Increase on- line registration - The number of registrations has risen from 165 to 1726. PPG newsletters have helped as well as the hard work of the reception and admin staff.

**Objective 3.** Increase participation in CCG cluster meetings - The CCG has been focussed on STPs over the past months and cluster meetings have not taken place as hoped. Three of our PPG members attended a networking meeting in March and an STP engagement meeting.

**Objective 4** Newsletters - Debs Main has produced three very successful newsletters and thanks go to Catherine Wallis for colour printing the newsletters.

**Objective 5** Fundraising - Anne Hardy and Collette Saxon helped to raise over £250 for Macmillan Cancer at a Fundraising event in September.

#### **Other achievements.**

- Sue Hawksford represented our PPG at an anti microbial stewardship working party. The PPG will work with the practice to take this forward.
- Cath Verhoeven has made a significant contribution to admin support work on welcome packs for new patients through the year.
- Alan Wilson has continued to ensure that PPG meeting minutes and papers are regularly posted on the practice website.

- The new KFC outlet and associated traffic problems has caused considerable concern to the practice. Bill Brown updated the group on the situation. The PPG has taken the lead in liaising with the Highway Dept and Councillors on behalf of the practice. The County Council is sympathetic and is considering placing "no entry" cross hatching outside the practice and realigning the right turn heading north into the practice. Bill reminded the group that council and general elections are imminent but he is confident that any new regime will be supportive. The GPs thanked the PPG for the work undertaken.

### **3. RATIFICATION OF CONSTITUTION**

Amendments were proposed including fixed three year terms for Chair and Secretary. It was also proposed that future officials should be recruited from the Action Group if possible. This was agreed.

A suggestion was made to set meetings formally a year in advance and consistently at three month intervals in July, October, January and April (AGM).

All amendments were approved.

### **4. PPG OBJECTIVES 2017/18**

James Pam outlined the proposed objectives to the group.

#### **Objective 1. Improve ethnicity of membership**

By April 2018 the percentage of PPG members from the BME community should increase by 100% from 6 to 12. There was a discussion as to how to facilitate this including changing the times of the meetings (5pm was suggested). The issue of virtual membership was discussed which might facilitate increased membership from different groups. Anne Hardy has tried to recruit from Mums and toddlers groups at VHC. Dr Mawji suggested that we should revisit this initiative. James Pam also requested that the GPs continue to target suitable patients. Dr Mawji also suggested a targeted text approach to individuals which Collette Saxon will follow up.

#### **Objective 2. Attendance at CCG network events to exchange best practice.**

This was supported.

#### **Objective 3. Produce a practice newsletter**

The meeting agreed to the PPG continuing to edit three editions per year.

#### **Objective 4. Coordinate a fundraising event.**

It was agreed to run the Macmillan initiative again in September.

#### **Objective 5. Management of patient information in meeting rooms.**

Robin Taylor commented that the PPG notice boards have improved. It was agreed to continue the improvements in this important aspect of communication.

### **Objective 6. Patient Experience**

The PPG wishes to increase its engagement with patients to assess satisfaction at a non-clinical level. It was agreed to develop, agree and undertake surveys to be shared between the PPG and the practice to enable improvement in patient experience. It was also agreed that this needs to be done sensitively. Debs Main suggested a comments book in the waiting room. This is used successfully at other health centres.

**The meeting approved the six objectives and the action group will now progress these over the coming year.**

### **5. Election of Chair and Secretary**

Bill expressed the groups thanks to James Pam and Sue Clague for their three years contribution. It was acknowledged that the relationship between the PPG and the practice has made substantial steps forward.

There was one nomination for Chair, Cath Verhoeven and one for Secretary , Debs Main. This was approved unanimously.

Cath Verhoeven and Debs Main gave a brief outline of how they came to be involved in the PPG and outlined the skills they would bring to the posts. which was much appreciated by all.

The meeting closed at 2pm.