

CULVERHAY SURGERY PATIENT PARTICIPATION GROUP

Wotton-under-Edge



**Annual General Meeting
Tuesday 20th March 2018
6.45pm**

- 1) **Apologies:** Lynda Durrant (LD) Graham Cooke (GC) Peter Beresford (PB) Carrie Watt-Boyd (CWB) Dave Johnson (DJ) Chris Sweet (CS) Sharon Dicker (SD)
- 2) **Attendance:** Michael Sykes (MCS) John Bridges (JB) Chris Kocik (CK) Robert Maxwell (RM) Gwen Bridges (GB) Derek Higgs (DH) Geoff Swallow (GS) June Kent (JK) Bob Orme (RO) Chris Cannon (CC)

Practice Members –

Susan Ealey &
Claire Bennett (Reception & Admin Staff)

3) Welcome by Chairman and thanks for attending.

MSC Chairman asked GB Hon Sec for current membership status;

Response: 23 Full members and 5 Virtual Members. Some newly signed up members had never attended and most of the virtual members had not attended within the past year.

4) Review of the Past Year:

Chairman: MCS

Over the last year one meeting had been cancelled due to inclement weather. Members had supported the Practice during the anti-flu vaccination and the signing up of patient to the online service and raising awareness of the CSPPG in the attempt to boost memberships. There were 50 new sign ups to the online service. The group had not been able to attract younger members to join despite MCS efforts to engage with Youth Worker in Wotton and another younger co-worker both of whom moved to Bristol. MCS said that the focus of the membership needed to be on the quality and diversity of the members rather than the quantity in particular, recognising the pressures on young mums, dads and families, some commuting and working away from home. MCS emphasised the need for the group to push on trying to get younger people involved as the continuity of the group relied on getting in new younger members who would be able to actively take on roles.

JK said that her experience was that despite being a member of the group for some time she still did not know other members and this needed to happen.

MCS agreed and said that we have a Speaker booked in for the May meeting so potentially, if every agreed, we could do this in June. JK advised that she would not be able to attend as she was having surgery and was likely to be immobile – a member suggested that we could pick her up and bring and JK agreed that would be a good idea.

In the meantime MCS suggested that each member could put together a 100 word resume about themselves to be shared with the group. He asked GB Hon.Sec to take this forward. MCS said we should be aiming to attract members aged 30, 40 and 50 year of age.

MCS advised JK that all members' photos were on the web site and this might be useful in putting names to faces. GS that his photo had not gone onto the site and MCS agreed to look into this with KH. He still has the photos on disc.

MCS thanked Vice Chairman DH who had stood in for him for one meeting. DH said that it had been a quiet year. MCS thanked DH who was stepping down from the role of Vice Chairman.

DJ had also stepped down from the role of Treasurer. (This role would be discussed when reviewing the Terms of Reference). DJ was not at the meeting but MCS thanked him for his contribution.

DH said that he was a member of several groups and felt that MCS was an excellent Chairman getting the business done with no situations or arguments and handled different views.

Hon Sec: GB

GB said that this year we had done very little within the surgery in terms of support due to the building work.

She had been able to attend some of the local PPG meetings as did RM and reminded the group that the opportunity for other members to become involved still remained. The commitment would involve attending the meeting in Churchdown (quarterly) and feeding back to the group either bullet points or a more detailed account, depending on the individual persons style. Petrol costs would be paid and there are refreshment provided. The topics are very interesting and about a month after the meeting hand-outs are emailed out together with the Power Point Presentations. GS said that he would like to accompany GB at some point.

GB had attended Wotton Ladies Group on behalf of the group.

The Newsletter had until recently been going out regularly about 3 – 4 monthly but currently is on hold due to the building work. CB agreed to let the group know the status shortly. RM had earlier taken on the role of interviewing staff members for the Newsletter.

GB said that although there had not been much to organise other than speakers at meetings etc., she had found it a difficult year in terms of members not responding to requests around the legalities of having a PPG within the practice, data protection, confidentiality etc.,

GB advised that she would be prepared to continue for another year but if elected she needed members to respond to emails, read Minutes etc., to ensure these administrative necessities were carried out.

An example was the request for people to nominate for the elections of officers and also to confirm that they wished to remain in the PPG. GB had received on 3 out of 28 member's responses despite four reminders and forms being sent out. We had several guest speakers during the year. GB had bought the Confidentiality Agreement requirement to almost 100%. Notification of non-attendance at meetings despite being sent the Minutes and an Agenda was not happening. JK felt that the form sent out by

MCS was not clear that it needed members to sign up. GB agreed to make it clearer next year but generally there was a poor response from members.

GB thanked MCS for his support throughout the year.

Practice Attendee: CB

CB advised that the main changes within the practice had been the building work and those of staff changes. The building work is now more or less finished with just the work in the car park to be completed and this should be finished in the next few weeks.

Dr White- former Registrar last year would be back.

Dr Russell leaving in July

Dr Nerig leaving in June

Dr Thompson returning in August from maternity leave.

Dixa practice nurse has been with us since ???

Judy Drinkwater?

CQC visit cancelled due to weather now on 10th April 2018. MCS and JB would attend.

CB advised that the Newsletter was not able to go out yet but she would let the group know when it was ready.

MCS requested the changes of staff could go into the newsletter together with the names of the New Officers after the Elections for the CSPPG this evening.

GB asked on behalf of a couple of patients where is the Cornish Painting? CB advised that it is ready to be hung but a decision about where is needed. RM felt that it should go back to where it was, as did many of the group, CB agreed to look into this.

MCS asked that KH amend titles on website and on the display board. Also to consider making it clearer to people on the website how to access the PPG information and that this could be done by changing the wording in boxes. If KH needs photos MCS has them.

5) Amendments to Terms of Reference:

1) No Chairman to hold Office for more than 3 consecutive years.

It was agreed that this amendment be accepted by DH and seconded by JB.

2) Vice-Chairman to be considered as Chairman Elect in third year, as above, if appropriate.

After brief discussion GS felt that the wording should be changed to read,

Vice-Chairman to be considered as Chairman Elect.

It was agreed that this amendment be accepted by DH and seconded by GS

3) Hon.Treasurer - is one ever likely to be needed?

After discussion it was agreed that there was no need for a Treasurer in general as the PPG did not fund raise and was not likely to do so. If fund raising was seen as something that the group be involved in at a later stage then a sub committee would be put together with a separate treasurer to oversee this.

Discussion:

JK felt that the role of the PPG should include buying items like toys as a gift to the surgery from the PPG over and above the basics of the surgery. MCS asked how would this money be raised? JK responded that it could be done at a central meeting, simple raffles, flu-clinics with the aim to buy something for the surgery and that patients would like to do this – something for the surgery like a high chair as those currently provided are too low for some people. MCS felt that if a higher chair was needed then this should come out of the Surgery Budget. GB said that already when attending at anti-flu vaccination clinics the PPGs involvement was sometimes cause for frustration to nursing staff because it impeded the flow of patients due to congestion. So thought needs to be given to how we interact when supporting the practice to ensure we do not hinder. RM said that some PPG in the County do raise funds but it **does** change the relationship with the surgery if we are seen as fund-raisers. DH suggested that this issue be considered at a later stage if the situation arose that there was a request for something that we might be able to help with. MCS said that he had concerns as there were few nominations for the election of Officers and if we were to become fund-raisers then a splinter group would need to be formed with a Chairman and Vice Chairman Secretary etc., and we were struggling to do this for the basic work of the group.

Summary:

Amendment 1) Agreed DH JB

Amendment 2) Agreed with word changes - DH & GS

Amendment 3) Agreed DH RM

Action: MCS & GB to amend the Terms of Reference and bring to next meeting.

- 6) **Members to Discuss use of Virtual Membership as all can see activities of the CSPPG on line.**

