

Patient Participation Group Annual General Meeting

Present:

Dr Quentin Shaw	Brian Begley	Carol Begley	Chris Petman
Brenda Petman	Tracey Wilson	Jim McGreal	Wilf Howcroft
Belinda Ezeazu	Hilary Griffin	Joanne Sumnall	Tracie Craddock,

Presentations:

Stay project – John Green

Family connect – Debbie Lloyd

Quentin opened the meeting and introduced John Green from the stay project; the PPG had raised £441.00 following the flu clinic cafés. This was presented to John who gave a brief background to the project: Stay was formed around 30 years ago and helps young homeless people. They were very grateful for the money raised and used this sort of contribution for “extras” for example every young person that leaves them receives a holdall so they don’t leave them with their belongings in a black bin liner. They had recently bought a bike for one young person who had found a job but was having difficulty getting there.

Action: TC to put the pictures on the web site.

This was followed by a presentation from Debbie Lloyd from Family connect. Family connect offers support to families. It can help with general things like child minding, school catchment areas, it holds a directory of services and can signpost people to someone who can help them. It also deals with the more serious issues around safeguarding children and members of the public can call family connect if they feel a child is vulnerable. Family connect can then offer support to the family.

Family Connect are currently advertising the things they do by going round schools, libraries, they have been in the town centre.

Action TC to obtain a power point presentation for the waiting room TV

Chairman’s summary

This is the 4th AGM Quentin has chaired, in summary the PPG had had a successful year again, there had been many changes the largest being the current restructuring of the health service, GPs are in charge from the 1st April.

It’s still important to recruit patients to join, we the PPG need to continue to represent the population of the practice.

Sharing medical records and Emis Access was an important part of the past year, we the PPG had moved on but this is still an ongoing project that should continue to be developed by the practice and the PPG.

The practice is very grateful to the PPG members for carrying out the patient satisfaction survey, the results of which will be published shortly on the website.

The gardens are flourishing, thanks to the work by the PPG

With the help of the PPG we have had a very successful flu campaign and met all of the targets set by the department of health, this was an exceptional effort by everyone.

This evening 111 was launched, this is a major change to the way patients access health care out of hours and we are very grateful to the PPG representatives who have been a local voice for a nationally imposed initiative.

There is a budget tomorrow but the government have ring fenced NHS money when other services like education and housing have all been reduced. Following the Frances report it is imperative that we maintain good communication with patients and the PPG, we need to listen to our patients and need the PPG to help with that communication.

Its going to be an interesting year with GPs in control of the purse strings, and tailoring care to the local population.

Brian reported that he felt the PPG is very effective and pro-active. The PPG members thanked the practice team for their support in making the PPG very successful and a shining example of a PPG within Telford and Wrekin.

Although the practice doesn’t always get it right the PPG felt the care offered to patients was fantastic and they were very grateful.

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Election of officers

Brian Begley was nominated for Chair, this was seconded by Wilf. This decision was unanimous.

Joanne Sumnall was re-elected as secretary

Brenda Petman was re-elected as treasurer

AOB

The book sales had raised £301.76

Brain will send an agenda template to Joanne for circulation, there will be some standing orders – members to add other items.

Brian would like the PPG to join the National association of patient participation – this was agreed – TC to arrange the membership of the group with Brian as contact

TC will ask if we can have a PPG email address for patients to directly contact the PPG.

TC will sort our new photographs of the PPG and also put them on the website as well as the waiting room. We will also list the PPG members and put in the waiting room.

The position of the waiting room chairs were discussed, this is an ongoing issue that the PPG will pilot over the next few months.

Wilf mentioned that while doing the survey one of the reception team stood out as exemplary and he felt that she set the gold standard for receptionists.

Access was discussed; it was acknowledged by the PPG that when urgent, the care and access from the practice was outstanding.

Winter pressures were nearly at an end and it was hoped that access would improve soon.

Chris mentioned that the friends of the Town Park were holding informal gardening days every 1st and 3rd Wednesday of the month – Chris to send an electronic copy of the leaflet for GPs and nurses to give to patients.

Wilf wanted the Rugby result from Saturday noted!

The Group wanted to thank Dr Quentin Shaw for being chair for the last 4 years.

Date of next meeting – Tuesday 30th April at 7pm