

**Minutes of the Patient Participation Group Annual General Meeting (AGM)
Held on Monday 11th January 2016**

Present: Maureen Flanagan (MF) (Chair), Howard Marshall (HM) (Secretary), Anne Potter (AP) (Vice Chair), Janet Biddlecombe (JB), Veronica Williams (VW), Lindsey Anderson (LA) (Assistant Manager), Dr Paul Danaher (PD) (Practice Partner), Michaela Forty (MF) (Age UK).

Apologies: Betty Jablonksi, Joanne Jablonski, Eileen Lewis and Betty Nelson.

| No. | ITEM | ACTION |
|-----|---|----------------------------------|
| 1.0 | <p>Meeting Opening</p> <p>Maureen Flanagan opened and chaired the meeting, the usual introductions were made.</p> | |
| 2.0 | <p>Minutes of Meeting Held 05/10/15</p> <p>Minutes were accepted as an accurate version.</p> | |
| 3.0 | <p>Matters Arising & Action List</p> <p><u>Action List from Meeting of 5 October 2015 Review - Appendix A</u></p> <p>a) On-Line Appointment System: Refer to item 7.0 (AOB) on Newsletter.</p> <p>b) Layout of Patient Seating: Warning tape on ends of seating rows has been added.</p> <p>c) TV/DVD for Children's Play Area: The Practice doesn't have a TV license but do have an audio license for playing music. No further action was proposed.</p> <p>d) Receptionist Badges: LA said some receptionists still not wearing them, saying the pins make holes in their clothes. It was suggested that maybe the badges could be fitted to a lanyard worn round the neck. A suggestion of a uniform was also raised. MF pointed out that if the Care Quality Commission CQC could make a complaint if receptionists seen not wearing their ID badges.</p> <p>e) Poster to Advertise 'Patients Way of Communication': The posters have been produced but not put on the walls yet due to the ongoing building work.</p> <p>f) Practice Extension: PD said that the work was still on target to complete end March 16 and that this week the lift was going to be installed.</p> <p>g) Reception Governance of Appointment Requests: PD said this is ongoing but will start with children.</p> <p>h) Constitution: Refer to item 6.0.</p> | <p>LA</p> <p>LA</p> <p>PD/LA</p> |

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| | i) Newsletter review: Refer to item 7.1 (AOB). | |
| 4.0 | <p>Practice Update</p> <p>PD said that two new doctors from Ipswich would be joining the Practice from 1st March 2016: Dr Paul Bethell and Dr Tatiana Leichenko; they are partners and would be providing 8 and 6 sessions each. The lady doctor specializes in skin conditions.</p> | |
| 5.0 | <p>Guest Speaker - Michaela Forty from Age UK</p> <p>Michaela is a Digital Champion Project Manager and wanted to discuss with the group the potential for volunteers to help older patients access SystemOnline. Age UK have been awarded a small pot of money to support GP Practices. Michaela has to report back beginning of March, but hopes that the date may be extended. With the help of volunteers, Michaela is prepared to visit practices using a mobile wifi router to show patients how to access SystemOnline. LA will liaise with Michaela to arrange a session, however due to the ongoing building work, available rooms are very limited. PD said that 16th March the practice GPs have their meeting so there will be no patients, meaning that the waiting room available. It was agreed to go with this date.</p> | LA |
| 6.0 | <p>PPG Constitution</p> <p>Only 1 minor change to the draft constitution was proposed: Item 7.3 - Quorum should be read "4 off members shall form a quorum.....".</p> <p>HM to update the document and E-mail to LA.</p> <p>The meeting approved the Constitution with item 7.3 amended as above. This will be made available on the Practice web site in the near future.</p> | HM LA |
| 7.0 7.1 | <p>Any Other Business (AOB)</p> <p>Newsletter Review</p> <p>MF to write a short article on encouraging attendance at our PPG meetings.</p> <p>MF was also concerned about the times of our meetings and if we were to hold some during day time hours it might attract a broader cross section of patients.</p> <p>HM to write a short article on renewing the European Health Insurance Card (EHIC), many of which expired during 2015.</p> | MF HM |

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| | Lindsey to write an article on patient health screening. | LA |
| 7.2 | <p>Invitation to other PRG Members to Speak</p> <p>It was discussed inviting someone from other PPGs to one of our meetings. MF suggested Stephen Ashmore, PPG Chairman of the Merridale Medical Centre of the Saffron. HM was in agreement with this as both MF and HM have met him at the Leicester PPG Forums and thought he could impart some useful advice to our PPG.</p> | HM/MF |
| 7.3 | <p>MyPPG Website</p> <p>Lindsey had E-mailed HM details of MyPPG Website set up by Stephen Ashmore, PPG Chairman of the Merridale Medical Centre of the Saffron. The aims of the web site is to provide PPG members with a resource that enables users to converse via an on-line discussion board. It was agreed that HM would investigate further on behalf of the Groby Road MC PPG.</p> | HM |
| 8.0 | <p>Date of Next Meeting and Meeting Closure</p> <p>Since the discussions on the Constitution took less time than envisaged, there was time for additional items to be discussed, therefore it was not deemed necessary to hold an additional meeting next month as mentioned on the agenda.</p> | |
| 8.1 | <p>Next meeting -to be held Monday 11th April 2016 at 18:30 at Groby Road MC.</p> | |
| 8.2 | <p>Meeting Closure - meeting closed 20:15.</p> | |

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APPENDIX A

**Patient Reference Group Meeting 11/01/2016
ACTION LIST**

| No. | Action | Person Responsible | Due Date | Update | Completed |
|--------------|---|---------------------------|-----------------|--|------------------|
| 3.0 a) | On-Line Appointment System problem | Lindsey | 11/04/16 | See agenda | |
| 3.0 b) | Layout of Patient Seating – warning tape on legs | Lindsey | 11/04/16 | | Yes |
| 3.0 c) | TV / DVD / Atmospheric music in Children’s Play Area | Lindsey / HM | 11/04/16 | No further action proposed | |
| 3.0 d) | Receptionists Badges | Lindsey | 11/04/16 | Further monitoring required | |
| 3.0 e) | Poster to advertise ‘Patients Ways of Communication’. | Lindsey | 11/04/16 | Posters to be erected upon completion of building work | |
| 3.0 f) | Practice Extension | Lindsey / Paul | 11/04/16 | On target | |
| 3.0 g) | Reception Governance of Appointments | Paul | 11/04/16 | On going | |
| 3.0 h) & 6.0 | Groby Road PPG Constitution | ALL PRG Members | 11/04/16 | Completed but LA to add to Practice web site. | |

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| | | | | | |
| 3.0 i) & 7.1 | Newsletter Review | Lindsey | 11/04/16 | MF & HM to submit articles to LA for next newsletter; however all members welcome to contribute ideas. | |
| 5.0 | System Online Workshop | Lindsey | 16/03/16 | | |
| 7.2 | Invitation to other PRGs to attend | MF/HM | 11/04/16 | On going | |
| 7.3 | MyPRG Website | HM | 11/04/16 | | |
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