

ST AUSTELL HEALTHCARE PATIENT PARTICIPATION GROUP (PPG)
MINUTES OF THE ANNUAL GENERAL MEETING HELD ON FRIDAY 16TH SEPTEMBER 2016
AT THE PATTERN HALL

PRESENT:	Sandra Francis	Chairman PPG
	Shirley Polmounter	Vice-Chairman PPG
	Sue Osbrink	Secretary PPG
	Debbie Marshall	STAH
	Ros Atkinson	Member PPG
	Margaret Phillips	Member PPG
	Lynn Whittington	Member PPG
	Jenny Curtis	Member PPG
	Dave Curtis	Member PPG
	Amanda Jones	Member PPG
	June Godfrey	Member PPG

1 APOLOGIES

Bridget Sampson

2 CHAIRMAN'S WELCOME AND ANNUAL REPORT

Sandra welcomed everyone to the AGM including Committee Members, one member of the public and Debbie Marshall from the practice.

A copy of her Annual Report is attached.

Dave proposed a vote of thanks, on behalf of the whole Committee, to Sandra for all her hard work and leadership during the past year.

3 TREASURER'S ANNUAL REPORT

No withdrawals have been made to the new account, the balance of which stands at £1626.32.

4 APPOINTMENT OF OFFICERS

Appointments were proposed, seconded and agreed as follows:

Chairperson: Sandra

Vice Chairpersons: Shirley and Amanda

Treasurer: Jenny

Secretary: Sue as Acting Secretary until a replacement is found.

5 APPOINTMENT OF COMMITTEE MEMBERS

It was proposed, seconded and agreed that all Committee Members continue in office.

6 TERMS OF REFERENCE

Sue read out the Terms of Reference. All agreed to continue with the same TORs for the coming year.

That concluded the business of the AGM and an Ordinary Meeting followed.

7 MINUTES OF THE LAST MEETING

Two amendments: A] Amanda was left off the previous list of those present; B] Under Item 7 Card Making – it should read that Pritt sticks and envelopes have already been purchased.

8 UPDATE/NEWS – PPG LEAD

Sandra informed the meeting that Sam Gillick (Research and Evidence Officer) together with Joe Smith (Outreach and Engagement Team) of Healthwatch would be attending the October meeting to explain the role of Healthwatch and the results of a report following a survey that they conducted on St Austell Healthcare.

9 EXECUTIVE PARTNER REPORT

Debbie attended on behalf of Bridget and reported that the practice was grateful for the support of the PPG and commented that it was a strong group. The practice continues to make changes and complaints have significantly reduced to the point where they are now in proportion to the size of the practice. The number of receptionists has been increased and continuous in-house training is provided. A new appointment system will be introduced from 3rd October – all appointments are now available to book online. The effect of the PPGs presence at the flu clinics was discussed. There was also a discussion around the issue of DNAs and how the PPG could help to reduce the number of missed appointments.

10 GP INPUT

None this month.

11 PPG EVENTS AND FUNDRAISING

Sandra went through the Flu Clinics rota on a day by day basis. She will set up and dismantle the raffle each day and tickets will be £1 each. There will be 1st, 2nd and 3rd prizes etc allocated according to value.

To support the fundraising for a bladder scanner Sandra reported that they had sent out 50 letters asking for sponsorship. The Masonic Lodge Truro had replied to the effect that all their monies had been used but they had passed the letter to the St Austell Lodge which still had funds available.

It was decided that the PPG needed a Fund Raising Sub Committee.

Shirley proposed that we hold a Christmas Craft Fair; it was agreed that the Craft Fair was an excellent idea but to postpone it to the Spring and Friday 21st April 2017 was agreed.

We will make arrangements for the Card Making sessions at the October meeting.

12 APPOINTMENT SYSTEM FOR SECONDARY CARE

Deferred.

13 ANY OTHER BUSINESS

None

14 NEXT MEETING

The next meeting will be held on Friday 21st October commencing at 10:00am.

Chairman's Annual Report – by Sandra Francis

It doesn't seem possible that a whole year has passed by since the inaugural meeting of the St Austell Healthcare Patient Participation Group.

. It was such an exciting time to be forming a PPG. Four practices had joined force, everything was new and everyone looking forward. There were also concerns. New surgeries for most patients and new clinicians for many.

Of course, there have been hiccoughs along the way. We all know about the telephones, queues of people waiting for blood tests at the hub etc! However, the Group listened and took action. The queues for blood tests diminished with an appointment system being put into place and the telephones had more receptionists answering the calls and more numbers, to enable you to talk to whom you wished to speak. There will be more changes in the future . One great addition to the telephone system, was the introduction of a number to cancel appointments. So many appointment times are wasted when patients do not turn up for their appointment.

We were clear the PPG was not an open arena for personal agendas or complaints. These should be raised through the usual channels. We shared, and still do, a common underlying purpose To receive, as patients, and provide, as a practice, the best health care outcomes possible with the resources available.

Our first fund raising event was at the flu clinic, where we sold raffle tickets, raising in excess of £1,500, which is to go towards the Bladder scanner, which we hope to buy for the surgery. However, to purchase a Bladder Scanner we need to raise a lot more money, as we need in excess of £8,000.

Just a few words about the Bladder Scanner. It will assist both patients and the GPs . It is a non invasive, portable ultrasound device that provides a virtual 3D image of the bladder. The scan is a safe, painless, reliable and accurate procedure. There is no risk of urinary tract infection which may be caused by catheterisation. For the patient there is reduced anxiety and embarrassment and maintained dignity. A quick diagnosis can be made and for our patients They will not have to travel to Treliske Hospital, a round trip of 32 miles.

We have now written to several firms and companies to see if we can obtain some sponsorship to assist with our fundraising.

The PPG is a proactive group. We attended the Fire station open day to talk to the public about the Healthcare Group. We will be running a raffle at each of the Flu clinic days and intend making some cards, which we hope will raise more funds for the bladder scanner.

We meet each month here, at the Pattern Hall. We often have a guest speaker and one of the partners attends to keep us updated with the practice.

We organised two coffee mornings, which were held at Wheal Northey, to give patients the opportunity to meet, informally, the GPs and members of staff. They were worthwhile meetings, albeit not terribly well attended, which was disappointing. However, a few fears and queries were allayed, and most people went away in a more positive state.

.I would like to take this opportunity of thanking SAHC for welcoming the PPG and including us in whatever may be taking place. We are always listened to and suggestions are mulled over.

I would like to thank the doctors and members of staff who have attended our PPG meetings. Your attendance and interest is greatly appreciated. I would also like to add a special thanks to Bridget, who has been very supportive of the PPG since the amalgamation of the practices, and who takes on board any queries or suggestions that we may have.

And finally, thank you to all members of the PPG for their tireless support and enthusiasm. We have a truly good committee, whose aim is to support the patients and staff whenever / wherever possible. Thank you also, Sue, for the accurate minutes, a thankless task, but one that is appreciated by us all.

A year ago we were a bit like the phoenix but like the phoenix we have risen from the ashes and look forward to ongoing success in the future.

Thank you also, to the patient patience! Without patients there would be no surgery and no Patient Participation Group.