

**BRADFORD ON AVON AND MELKSHAM
PATIENTS' PARTICIPATION GROUP**

MINUTES OF ANNUAL GENERAL MEETING

**THE HEALTH CENTRE, BRADFORD ON AVON
TUESDAY 20 SEPTEMBER 2016 at 7.00 P.M.**

1. The Chairman's Welcome and Introductions

Sue Walters, PPG Chairman, welcomed everyone to the 2016 annual general meeting of the Bradford on Avon and Melksham Patients' Participation Group. Sue then talked briefly about the format of the evening as listed on the agenda including reports of the last year's activities, election of the officers and members of the PPG management committee, news from the Practice and topics and dates for future PPG meetings. Sue then introduced the speaker, Laura Hill from the SWAST

2. Talk – Laura Hill of SWAST

Lara Hill from the South West Ambulance Service Trust gave a very interesting talk about the structure of the ambulance trust, the area covered, vehicles used and the services provided.

3. Minutes of last PPG AGM September 2015

Alan Fox proposed, Bernie Hobbs seconded and all present accepted the minutes of the 2015 AGM.

A question was asked about the types of equipment purchased by the PPG – details of purchases will be included in the 2016 AGM minutes.

A question was asked about plans to hold a meeting concerning the background systems of work in the Practice surgeries – this will be discussed by the committee.

A question was asked about representation and communication with the seniors' forum - this will be discussed by the committee.

There were no matters arising from the last PPG general meeting of 14 June 2016.

4. The Chairman's Report

Sue Walters, Chairman, then read her annual report about the activities of the BoA & M PPG, detailing the quarterly meetings held, the talks given and the help given at the flu clinics. Sue gave thanks to the committee and all involved in the group and thanked the practice for all its support.

5. The Treasurer's Report

Copies of the treasurer's report for the BoA&M PPG were circulated. Sue Walters, on behalf of Jennifer Andrews the Hon Treasurer, then read out the statement of the accounts which showed the income and expenditure for the year from 23 September 2015 to 20 September 2016.

Income was £1.85 interest on the account. Expenditure was £ 1249.89, including equipment for the health centre patients and a £50 donation to the BoA Flower Club for flower arrangements in the surgery waiting room. Equipment purchased was a TV screen for the waiting room, 2 blood pressure monitors, 1 pair of scales, 1 amp and adapter, and partial contribution for a Coagucheck machine.

Balance in the Coventry BS account is £1107.40 and petty cash is £16.10. The BoA&M PPG total funds at 20 September 2016 are £1123.50

Beryl Strange proposed, Chris Steel seconded and all present accepted the 2015 / 2016 annual BoA&M PPG accounts report.

Discussion was held about the possibility of holding a fund-raising raffle this year, the committee will discuss arrangements for this soon.

6. Election of PPG Officers

Sue Walters firstly thanked the committee officers for their great deal of hard work for the PPG last year, and then she then read out the nominations for the positions of the PPG Officers as follows:

Chairman	- Sue Walters
Vice Chairman	- vacant
Hon. Secretary	- Denise Ramsay
Hon. Treasurer	- Jennifer Andrews

All present agreed to the election of the named nominees, as above, as Officers of the Bradford on Avon and Melksham Patients Participation Group.

7. Election of PPG Management Committee

Sue Walters, Chairman, gave a vote of thanks to all the members of the management committee for all their sterling work in organising the Patients' Participation Group.

Sue then read out the list of nominees for the PPG Management Committee as follows:

Alan Fox; Bernie Hobbs; Mike Nolan; Sue Henderson.

Proposed - Sheila Wood, seconded - Pam Ditte and all present agreed that the persons listed above in items 6 & 7 are elected as officers and committee members of the BoA&M PPG.

8. Practice News and Updates

Michelle Coleman, Practice General Manager, thanked the Chairman, Committee and all the PPG for their great contribution to the PPG and the Practice.

Michelle read out the practice report and along with Dr Wyatt, gave information from the Practice concerning various items over the year.

Other information was given concerning:

- Practice Pharmacist appointed. Heather Call, the new Practice Pharmacist, assists the Practice Team in all areas relating to medicine. Heather is available to speak with patients for any medication queries. Patients can book an appointment on a Monday, Wednesday or Friday morning.
- Dr Chris Jacobs recently joined the practice and will be working full time as a permanent GP Associate. Dr Jacobs initially qualified as an Optometrist. He is interested in all areas of medicine, but enjoys teaching and keeps a specialist interest in Ophthalmology.
- Angie Benford, Managing Partner is retiring in December after 18 years in the practice. The PPG meeting attendees all expressed their great thanks to Angie for her support for the PPG and wished her all the best for a happy retirement.
- Michelle Coleman will be appointed as Practice Manager when Angie leaves. The meeting attendees all warmly congratulated Michelle on her new appointment.
- Flu Vaccinations. The phone line to book appointments is now open. Details of the flu clinics and other information about shingles or pneumonia vaccinations can be seen in the flu vaccination patient information practice leaflet
- Health & Wellbeing Fair on 21 September. The Practice, in partnership with Wiltshire Council have organised a Health & Wellbeing Fair, with around 20-25 stands, to provide information for older people and their families. The Practice and the PPG will be sharing a stand to promote 4 topics: PPG; Flu Vaccination Service; Repeat Prescriptions; Diabetes Care. The practice will also have two other stands, the Memory Café and Leg Club.

- Care Quality Commission Inspection (CQC)The CQC give practices a rating for each of the 5 key areas i.e. safe, caring, effective, responsive to patients' needs and well-led, and then the practice is given one overall rating. The CQC report advised the practice that they have gained an overall rating of "outstanding". The practice is over the moon and very proud of what the team has achieved and this includes the PPG. The inspectors were particularly impressed with the quarterly health topics and the National Association of Patient Participation 21 Ways to Thrive document that the PPG has been working on.

9. Future PPG General Meetings for 2017

Sue then discussed the dates and topics for next year's PPG general meetings

The **2017** PPG General Meetings will be held on Tuesdays as follows:

14 March - Talk on Telemedicine

6 June - Talk on Kidney Problems

19 September - Talk on Palliative Care and the AGM

5 December - Talk on Arthritis and the Christmas social event

10. Next PPG General Meeting - Tuesday 6th December 2016

The next PPG General Meeting will be held on **Tuesday 6 December 2016** at the BoA Health Centre.

This meeting will also include a talk on indigestion and the Christmas social event.

Meeting closed at 8.30 pm

Denise Ramsay
Hon. Secretary
BoA&M PPG

Practice Report – PPG AGM – 20.9.16

We started the year with the wonderful news of the Friends and Family Test award in March and we are now ending the year with the 'Outstanding' CQC rating. What an incredible year it has been for the Practice and the PPG!

We are so grateful to the PPG for another productive year and another year of keen interest and support towards practice and the services we provide.

I have been reflecting on the last year and I'm pleased to share there were so many things that spring to mind that the PPG have been involved in:

- Handing out the PPG Patient Survey in the waiting room at BOAHC
- Being part of the FFT team (regular collection and inputting of patient feedback) and taking part in the NHS England Practice video
- Selecting and choosing the winners of the Young People Survey drawing competition
- Supporting the 2015 flu campaign by attending clinics to assist patients and gain more PPG members
- Arrange four very informative health topic speakers at the quarterly meetings
- Attending the first Clinical Commissioning Group Patient Participation Group in Devizes with a view to setting up a Local Wiltshire PPG Network.
- Cleansing the noticeboards (on a weekly basis) to ensure they are up to date
- Checking new patient information leaflets (Accessing GP Records online and Safeguarding Children)
- Merger of the Patient Voice e-mail group with the PPG e-mail contact list

So, with all that said, special thanks must be given to the PPG committee (and to Sheila!) for all your on-going commitment and enthusiasm. The PPG ship wouldn't be as 'ship-shape' without you.

So, what's next?

I have given some thought to this and if you agree I have three ideas for starters:

1. The PPG Patient Survey results are in and I propose that committee and I need to meet to put together a proposed action plan to share with you at the December meeting.
2. The committee to also revisit the 21 ways to thrive action plan to see what the next steps are.
3. Collate a new list of equipment to propose to the PPG for purchase.

Finally, on behalf of the practice, we just want to let you know that we are really grateful to have such an active and engaged PPG and we are thankful of the time and effort you all put in.

May I just finish by saying - please let us know if you are interested in joining the (fabulous!) committee - it doesn't take up much time, just an additional 4 meetings per year and members are able to do as much or as little as they would like.

Michelle Coleman
General Manager