

**Minutes of the AGM of St Stephen's House PPG held on Zoom  
on Wednesday 9<sup>th</sup> November 2022 at 7pm**

<b>Present</b>	Martin Riddle (MR) Chair, Chris Ranger (CR) Communications Manager, Beverley Porter (BP) Treasurer, Barbara Wells (BW) Secretary John Patient (JP) Committee member, Simon Wass (SW) Committee member and publicity designer, Val Moss (VM) Committee member, Randall Jacobs (RJ) Committee member, Dr Kostuch-Bush (Dr B) (Senior Practice Partner)	
	There were a total of 8 patients, 8 PPG members and 1 staff member in attendance.	
<b>Introduction and apologies</b>	The Chair opened the meeting by welcoming everyone attending the 2022 AGM of St Stephen's House Patient Participation Group. Attendees were advised that the meeting would be recorded. Apologies from Jane White.	
<b>Minutes of last AGM</b>	Minutes of 2021 AGM were accepted as correct.	<b>ACTION</b>
<b>Review of previous year</b>	<p>The Chair referred to the short overview document prepared prior to the meeting which provides information regarding the PPG activities over the past year and the progress of the building work/changes at the practice. On behalf of the PPG the Chair wished it be noted that the practice staff should be congratulated on managing so well throughout, in difficult circumstances, particularly following so soon after the COVID outbreak.</p> <p>The PPG has continued to work within its capacity to support the surgery throughout COVID. In particular we have:</p> <ul style="list-style-type: none"> <li>• Conducted a patient electronic annual survey</li> <li>• Run a Facebook site to regularly update on medical/surgery matters</li> <li>• Liaised with the practice regarding the PPG area on the website</li> <li>• Published newsletters twice a year</li> <li>• Supported local and national health campaigns</li> <li>• Assisted with Flu vaccinations</li> <li>• Assisted with development and training of doctors, training to be a GP.</li> <li>• Met with other PPGs and CCGs to share best practice.</li> <li>• Successful fundraising for specific campaigns amounting to approximately £14,000</li> </ul> <p><b>CR</b> updated the group on the current situation regarding the purchase and install of a defibrillator for Craddocks' parade. The cost of the device is still to be confirmed - we have so far received £1,125 from Tesco's as part of their £1,500 grant. The balance will be released to us on completion of the project.</p> <p>Currently we have problems with finding a suitable location/site. A charity named Community Heartbeat, who re-purpose old telephone kiosks for the installation of defibrillators, were happy to become involved. Following much investigation BT has informed us that they plan to use the kiosk for something else and it is no longer available.</p> <p><b>CR</b> contacted 6 local councillors for their support with no luck. Latest update is the owner of William Dyer on the parade will contact their landlord to enquire about installation on the wall outside their shop. Ashlea Medical Practice have expressed interest to <b>CR</b> about participating/donating to the project. It is hoped we are on the right track now to make this happen. Congratulations to <b>CR</b> for his persistence.</p>	

<b>Treasurers Report</b>	<b>BP</b> little activity in the accounts since last meeting. Confirmed current account balance is £2,230. Explained the balance sheet includes £1,125 from Tesco's – not yet spent.	<b>ACTION</b>
<b>Officers and changes</b>	Agreed the current PPG officers will be re-instated for the coming year.	
<b>Surgery report</b>	<p><b>Dr B</b> thanked the PPG for the invite to the AGM. She began by addressing the building works which were horrendous at first but are taking shape now.</p> <p>A phlebotomy chair has been purchased to accommodate more patients for blood test appointments.</p> <p>There are 2 new remote consultation rooms upstairs which can be shared based on work patterns. Each GP will have their own room which can also be shared.</p> <p>Karen Whelan has stepped down as Assistant Practice Manager due to a house move and is now working remotely. Fiona Pratt has now taken over the role.</p> <p>There are 3 new reception staff who have settled in very well with excellent skills and valuable experience.</p> <p>The 2 new GPs have also settled in well - they share the ethos of the practice with regard to patient care.</p> <p>Clinical meetings are held every 2 weeks.</p> <p>Natalie Oswald, an experienced doctor and GP trainee will start at the practice after finishing med school – Natalie Oswald and will be on contract until August 2023. She will work 2 days a week -Thursday and Friday.</p> <p>Dr Fraser is a GP trainer and is supporting the trainees already doing placements at the practice.</p> <p>Accommodation is still being arranged to suit new staff and their needs.</p> <p>The banging door leading from the waiting room is now fixed!</p> <p>A question had been submitted prior to the meeting asking how many patients are on roll at SSHS (6373) and about booking appointments.</p> <p><b>Dr B</b> gave a breakdown of how appointments are booked/managed.</p> <p>There are 380 GP appointments per week – 140 are pre-bookable face to face.</p> <p>Each day 16-19 emergency appointments are available for booking either face to face or on the telephone. <b>Dr B's</b> appointments do not include specialist diabetic and children's appointments.</p> <p><b>MR</b> raised a point regarding availability of LIVI appointments which have reportedly changed. Appointment availability have been significantly reduced; however, cover hours are 8am to 6.30pm. From 1<sup>st</sup> October 22, the government decided that money raised through the LIVI system should go the PCN (Primary Care Network).</p> <p>HUB out of hours appointments are now 17 in the evening and 7 during the daytime. The HUB is staffed by 7 GPs from local practices who are able to access the appointments system and patient notes. GPs are working very hard to accommodate a huge variety of patient needs.</p> <p><b>Dr B</b> emphasised that if patients really feel un-well, they should not hesitate to telephone the practice. Receptionists are fully trained in directing patients to the right help.</p> <p>A general discussion followed regarding the different appointment booking systems used in other practices eg running 'on the day' bookings only. This has been discussed as a possibility in practice clinical meetings. <b>Dr B</b> to discuss further with <b>MR</b> and <b>CR</b> at a future meeting.</p> <p>Dr B will also discuss with Dr Woodhatch who was not present when previously discussed by the practice. To be arranged.</p> <p><b>Dr B</b> thanked the PPG for assisting with the flu jabs in September and for participating in GP training.</p>	<p>MR,CR &amp; Dr B</p> <p>Dr B</p>

<p><b>General Questions to the group and Dr Bush</b></p>	<p>A guest asked why the turnout for the AGM was poor and disappointing bearing in mind the numbers on roll. Discussion followed regarding the Website process to register as a new patient. The current process involves entering all of your details again and it is not automatically “copied” across from the new patient joining information. The process has drastically reduced the number of new patients registering, only one or two a month.</p> <p>The PPG is currently unable to reach a large number of patients, potentially due to GDPR rules. As the PPG is part of the NHS, it should not be a problem and for clarity further investigation is required. We need email addresses only to send out newsletters and occasional information, perhaps 4-5 emails a year. This subject will need to be discussed with <b>Dr B</b> at a separate meeting.</p> <p><b>MR</b> is considering arranging a meeting with the 6 other practices in the PCN (Primary Care Network) to discuss issues facing practices.</p> <p>The directional 2 way system will stay in place. It works well and prevents queues forming at the reception desk.</p> <p>It was suggested that the PPG might offer more information of interest to patients eg talks on understanding use of blood pressure cuffs from the BP nurse at the PCN. <b>Dr B</b> mentioned that the practice might be able to fund a venue for training sessions – for future discussion.</p>	<p><b>ACTION</b></p> <p>MR,CR &amp; Dr B</p> <p>MR</p> <p>PPG Committee</p>
<p><b>AOB</b></p>	<p>The PPG wishes to thank Bob Bushell for auditing the accounts. <b>MR</b> thanked the guests for attending.</p>	
<p><b>Meeting closure</b></p>	<p>The meeting closed at 8.40 pm</p>	
	<p><b>Signed:</b></p>	<p><b>Date:</b></p>