

**Minutes of the AGM of St Stephen's House Surgery PPG held at 7 p.m
on Wednesday 1st December via Zoom**

Present	<table border="0"> <tr><td>Eileen Pullinger</td><td>Chair</td></tr> <tr><td>Martin Riddle</td><td>Vice Chair</td></tr> <tr><td>Beverly Porter</td><td>Treasurer</td></tr> <tr><td>Barbara Wells</td><td>Secretary</td></tr> <tr><td>Chris Ranger</td><td>Communications Manager</td></tr> <tr><td>Dr. Lidia Kostuch-Bush</td><td>Senior Practice Partner</td></tr> <tr><td>Simon Wass</td><td>Committee member</td></tr> <tr><td>Steve Reeves</td><td>Committee member</td></tr> <tr><td>Valerie Moss</td><td>Committee member</td></tr> <tr><td>John Patient</td><td>Committee member</td></tr> </table>	Eileen Pullinger	Chair	Martin Riddle	Vice Chair	Beverly Porter	Treasurer	Barbara Wells	Secretary	Chris Ranger	Communications Manager	Dr. Lidia Kostuch-Bush	Senior Practice Partner	Simon Wass	Committee member	Steve Reeves	Committee member	Valerie Moss	Committee member	John Patient	Committee member
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	There were a total of 14 patients and guests in attendance																				
Apologies for absence	Jane White Practice Manager/Committee Member																				
Chair's welcome	<p>The Chair opened the meeting by welcoming everyone attending the eighth AGM of the St Stephen's House Surgery Patient Participation Group (the PPG) and gave a brief explanation why there is a PPG and its function.</p> <p>The committee were individually introduced and their individual roles on the PPG were mentioned. She welcomed the two new committee members, Val and John. She informed the attendees that Dr Bush would be giving an overview from the surgery's perspective and thanked her for her time. She thanked the partners and staff of the Practice for their support during a difficult year with Covid.</p> <p>Due to Covid no AGM had been held in 2020.</p> <p>There are no fundraising appeals planned at present but the group continues to be active with matters concerning the Practice, particularly information sharing and communications.</p> <p>Three outgoing members were then thanked for their contribution to the committee. Margaret Grey, Patricia Wiltshire and Ian Oxley-Crawford.</p>																				
Election of Officers	<p>Eileen said that she would be stepping down as Chair and that Martin Riddle would be taking over as Chair and Christopher Ranger as Vice Chair. There were no objections from the attendees at the meeting, therefore both were appointed.</p> <p>The following members will remain on the committee:</p> <p>Valerie Moss John Patient Simon Wass Steve Reeves Eileen Pullinger Jane White and Sam Eldred or another Partner will continue to represent the Surgery.</p>																				
Previous Minutes	Minutes of 2019 AGM were agreed and signed.																				
Incoming Chair Martin Riddle	<p>He opened by thanking Eileen for the work she had done for the committee as not only a member but also during her time as Chair.</p> <p>He explained that Covid had been influential in stifling activities but during lockdown meetings had still taken place, via Zoom.</p> <p>Covid updates were being published regularly via social media.</p> <p>Going forwards he saw the PPG improving our liaison with St Stephen's patients and working closer with other PPGs. We had already received an invite to a meeting with a PPG at Tattenham Corner and we are also speaking to another Ashted PPG.</p> <p>It was noted from our recent Survey that the new website, Footfall was not very popular with patients at the surgery and one of its expectations was to reduce telephone calls and from our results there was no difference in telephone traffic.</p>																				

	<p>Dr Kostuch-Bush confirmed that the new website was imposed on the Surgery and staff had concerns over its use. A new telephone system has been introduced and waiting times on hold have been significantly reduced.</p> <p>The Surgery patient numbers had increased by 6% in the last five years. Dr Bush confirmed that there were 3 full time equivalent GPs at the Surgery prior to Dr Sivanesan leaving.</p> <p>The surgery has seen a 24% increase in appointment requests over the last 2 years vs a 1% national increase in doctors.</p> <p>He confirmed that the PPG would be making a £1500 donation to the surgery following the Gazebo appeal. No further fund-raising events were currently planned.</p> <p>He thanked the Surgery staff for their hard work and in particular the positive & safe environment provided during Covid and hoped there would be more contact for patients in the future.</p>
Surgery Report	<p>Dr Kostuch-Bush addressed the meeting and gave an overview of the previous year.</p> <p>She opened by thanking the committee for all their help during the year, particularly with the flu clinic and student training at the surgery. She also commented on the use of social media which has greatly helped in communications. She felt very supported and enormously grateful.</p> <p>Patient numbers at the surgery have increased by 900 over the last 7 year, currently there are approximately 6300 registered. Since March 2020 greater strain is being put on GPs as services are moved from hospitals into GP practices.</p> <p>Staffing issues are a constant issue. They are currently trying to recruit a new doctor to replace Dr Sivanesan. A new nurse, Louise has recently joined, working 32 hrs per week. Nurse Penny has retired but is occasionally helping out. There is also a Community Prescribing Pharmacist working 3 days a week, a Physician Associate present on a Friday. The Surgery has access to a Paramedic Practitioner who is able to carry out home visits on request.</p> <p>Footfall has increased the workload due to patients messaging the Surgery. Doctors are having to answer an average of 30 /40 more requests per day. There is hope that Footfall will improve in the future and Dr Kostuch-Bush highlighted the need for as many patients to use the internet for contacting the Surgery, which will leave telephones lines for emergencies. Dr Sivanesan's patient list has been split between the three remaining doctors. Two locums are also covering, with an additional one in the New Year. The Surgery is looking to try to recruit a experienced GP Partner replacement in January.</p> <p>A big thank you was made to the PPG and patients and for their continued support, patience and understanding during the recent unsettling times. She mentioned that she had, on a couple of occasions, had to speak to patients regarding their unacceptable behaviour. Polite problems or enquiries were always welcomed.</p>
Financial Report	<p>The accounts had been examined and audited by Bob Bushell, who attended the meeting. Martin offered copies of the audited accounts to anyone who wanted to see them. No requests were made by attendees but they can be requested by emailing the PPG directly. He highlighted the £1500 that had recently been raised for the gazebos, used for the flu clinic. This will have made the PPG's total donations to the surgery about £14,000 over the last 4 to 5 years.</p>

<p>Questions</p>	<p>Patient question from the attendees:</p> <p>Q Problems in getting blood results.</p> <p>A Dr Kostuch-Bush explained they are available online via Patient Access. However, to see them you have to speak to the surgery to be granted access.</p> <p>Q Concern was raised about access to a Covid booster</p> <p>A If you have not been contacted after six months now, (now three months on government guidance), of your second vaccination. You should call 119 first before contacting the surgery.</p> <p>Q It was suggested that the booster texts were not clear and it was not clear from who had sent them i.e. the surgery or the Hub or another 3rd party.</p> <p>A Dr Kostuch-Bush read the text she had received; it was noted that it was from the GP Hub. It also provides extended hours service for the Surgery. Martin mentioned that the GP Hub has the responsibility, on behalf of the Surgery, for delivering the Covid booster vaccinations. And he is aware that some people have thought it is a scam by the format of the text.</p> <p>Q It was asked if the Surgery did not meet its targets from the government is there some numbers penalty?</p> <p>A Dr Kostuch-Bush responded that the government gives directives but we are responsible for our patients. She added we are doing our best to see our patients in a safe environment and as quickly as possible.</p> <p>Q Responding to test kit results?</p> <p>A Please contact reception for a follow up appointment, if needed</p>
<p>AOB</p>	<p>Martin has obtained some information about the GP Hub and its operation. The PPG will circulate on social media and via email to the PPG subscription list.</p>
<p>Meeting closure</p>	<p>Martin thanked Dr Kostuch-Bush and the attendees for joining the Zoom AGM meeting.</p> <p>The meeting closed at 7.50 p.m.</p>
	<p>Signed: MJR Date: 11Th December 2021</p> <p>Chair: Martin Riddle</p>