

**Combs Ford Surgery Patient Participation Group  
Minutes of Annual General Meeting on 29<sup>th</sup> January 2019**

**1. Present**

Anna James, Trevor McLeese, Sandra Palmer, Colin Reeder, Debbie Reeder  
Christine Steward, Ron Whymark, Ian Clark (Reporting)

**2. Apologies**

Apologies had been received from Dianne Simpkin.

Following the resignation of Helena Nunn as Practice Manager, the Practice Management Team had been unable to field a representative for this meeting. It was believed that the recruitment of a new Practice Manager was in process.

**3. AGM**

**3.1. Chair's Report**

Ian Clark gave his report for the year, as follows:

'The past year has been one of consolidation. The introduction of GDPR (General Data Protection Regulation) at the end of May meant that we had to seek renewed permission from members of the PPG to hold their details and to continue to contact them. Inevitably, we lost some members in the process. However, it helped us to clarify which members were still active and wished to continue. We were able to regroup and move forward with seven patient members. And we have recently been able to strengthen our membership further with Sandra and Trevor joining the team. We now have nine patient members.

Equally important, having consolidated our membership we revisited our Terms of Reference (ToR). A new draft ToR was adopted in July, subject to confirmation at the AGM (first team meeting of 2019). As part of reviewing the ToR, there is a need to re-examine our role as a conduit between patients and the Practice and consider if and how this can be delivered.

Potentially, one way is through the Patient Newsletter. Only one Newsletter was published during the year. We should aim to do better in 2019. There is also work to be done to establish a PPG Notice Board, and to maintain an up to date presence on the Website. We held four Meetings of the PPG during the year, as scheduled. At the first Meeting of the year we had a visit from James Cucchiara, from the SPC. Following on from that visit we were able to secure £1,000 of PPG funding, which we agreed to pool with other PPGs in the SPC to fund the Patient Liaison Representative post.

I attended an Eastern Area PPG Network Meeting at Kesgrave in May, and an SPC PPG Locality Group Meeting at Stow Health in June. We need to give some thought to how we are represented at these forums in the future.

In terms of active support, Anna James and I helped out at the Annual Flu Clinic, in a small but useful role in what was widely applauded as a well run event.

I would like to conclude by thanking the Practice Management Team for hosting our PPG Meetings, and for continuing to give up their valuable time at the end of a long busy day'.

**3.2. Election of Chair and Vice Chair**

Ian Clark agreed to continue for a further year as Chair. Debbie Reeder volunteered to be Vice Chair. Both appointments were approved unanimously.

**3.3. Review of Terms of Reference (ToR)**

The ToR were confirmed in their present form. The PPG had been effective in its role as a representative focus group to reflect the patient perspective. However, we had been less effective in acting as a two-way conduit between patients and the Practice. There were various things that could be done to improve our effectiveness in this respect. The first was to raise the profile of the PPG amongst patients. A poster advertising the AGM had been left

with the Practice some weeks ago with a request that it be displayed in the waiting room, but this had not happened. This was disappointing, but renewed efforts would be made to draw attention to future meetings of the PPG. The first step was to follow up on the previous offer of a dedicated Notice Board for the PPG in the reception area.

We should also look to improve our presence on the Practice website. (The PPG area of the website was not currently being maintained). It was agreed that the website worked well in terms of communicating facts and information, but its design did not encourage engagement with patients.

It was suggested that Ian should liaise with James Cucchiara to look for ways of learning from other PPGs in terms of best practice. And to explore opportunities for collaborative working across the SPC to improve patient awareness of PPGs, in particular through the practice websites.

We should aim to be more proactive in supporting the Practice Manager to produce quarterly newsletters. And we should also seek to secure a page for the PPG on the information screen in reception. It was agreed that Ian would follow up on these points with the new Practice Manager once he/she was in post.

It was also suggested that we should seek to advertise future PPG Meetings in publications such as the 'In Touch' magazine.

#### **4. Minutes of the Previous Meeting (6<sup>th</sup> November 2018) and Matters Arising**

4.1. Subject to a minor clarification, the Minutes were agreed as an accurate record and signed.

4.2. As there was no member of the Practice Management Team present, it was not possible to follow up on some of the items in the previous Minutes.

#### **5. SPC Patient Participation Group Meeting**

Debbie and Colin Reeder had attended the SPC PPG Meeting on 13th November 2018. The meeting was otherwise poorly attended, but it was agreed that we should continue to support these meetings and seek to encourage wider attendance from other PPGs.

#### **6. PPG Network Christmas Meeting**

Nobody from the PPG had been able to attend the PPG Network Meeting in Ipswich on 11 December 2018. This was a well intentioned social event, but by its very nature was close to Christmas when people were busy with other priorities. Nonetheless, it was agreed that we were supportive of the principle of networking with other PPGs and would seek to support and be represented at future events.

#### **7. Medication Supplies and Availability**

Again, concerns were expressed about the effect of Brexit on future supplies of medications. It was hoped that the SPC could use its combined strength and resources to ensure continuity of supply in both the short and long term.

**Date of Next Meeting:** Tuesday 23<sup>rd</sup> April 2019

Signed.....Position.....Date.....