

**WILLINGTON SURGERY**  
**Patient Participation Group (PPG)**

**ANNUAL GENERAL MEETING held on Tuesday 16<sup>th</sup> May 2023**  
**at 6pm**

**Present:**

Sara Bains	Pete Horridge (Chair)
Lynne Clay (Minutes)	Sally Lovatt (Secretary) – via Zoom
Holly Goodrich (Practice Manager)	Barbara McCardle
Jo James	Janice Heier
Gillian Gahagan	

**Apologies:**

Hilary Hancock	Valerie Perry
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**Wider PPG members in attendance:**

John Lousvet	John McGahan
Al Cooper	Hilary Titterton
Jo Smith	

Number		Action
	Pete Horridge welcomed all to the meeting explaining that this AGM was combined with the normal monthly meeting. All surgery patients are members of the PPG and they can attend the monthly meetings as visitors. The committee introduced themselves.	
05/23/1	<b>Apologies for absence</b> Apologies received and accepted from Hilary Hancock and Valerie Perry.	
05/23/2	<b>Minutes of the previous meeting</b> Minutes of the previous AGM were accepted as a correct record. Minutes of the March monthly meeting were accepted as a correct record with the addition that one patient had received feedback from his comments and was very happy.	
05/23/3	<b>Matters arising</b> <b>11/22/04.02 Clinical Support at the Surgery</b> - Holly Goodrich advised that the questionnaires were now in place. <b>01/23/04.4</b> – Holly Goodrich had contacted Chairs of our other PCN colleagues to introduce Pete Horridge and Holybrook were particularly interested in meeting. <b>01/23/06.3</b> – Work was still ongoing to obtain descriptions for all non-GP roles which would then be widely communicated to market these roles. <b>03/23/8</b> – NAPP membership was to be allowed to lapse and a closer affiliation with The Patients Association would be pursued.	

	<b>03/23/9</b> – acronyms had been distributed, members had been trained re PIP, and the treasurer role had been resolved.	
05/23/4	<p><b>Appointment of officers for next 12 months</b></p> <ol style="list-style-type: none"> <li>1. Chair – Pete Horridge</li> <li>2. Vice Chair – Gillian Gahagan</li> <li>3. Treasurer – Barbara McArdle</li> <li>4. Secretary – Lynne Clay</li> </ol> <p>Barbara McArdle will take over all banking matters. Sally Lovatt and Margaret Hooley will be removed as a signatory.</p> <p>Two of the following new signatories will be required for transactions: Janice Heier, Peter Horridge, Lynne Clay and Barbara McArdle.</p>	All to note.
05/23/5	<p><b>Chair/Projects report</b></p> <p><i>Report previously circulated to members.</i> The Chair highlighted:</p> <ol style="list-style-type: none"> <li>1. Thanks to various members retiring from officer roles and new members taking on roles.</li> <li>2. A review of all projects: <ul style="list-style-type: none"> <li>• WSPPG Facebook page</li> <li>• Repton patients PIP and IT training</li> <li>• Village magazine input</li> <li>• Book sales – Jo James explained she has a link with Calke Abbey and they share books each does not need, with the other. It works well.</li> <li>• Here to Help (H2H)</li> <li>• PPG A5 information sheet</li> <li>• Patient feedback facility – a visitor suggested some patients may need help in how to complete this form. It was agreed Gillian Gahagan would put a step by step guide on the Facebook page.</li> </ul> </li> <li>3. A patient feedback form had been received and responded to; the GPs ‘open letter’ was passed to the submitter and he was pursuing one of the points suggested in the letter: “Contact your MP to make your concerns known”.</li> <li>4. Gillian Gahagan gave a vote of thanks to Pete Horridge for the hard work he undertakes on behalf of the PPG.</li> </ol>	Gillian Gahagan
05/23/6	<p><b>Surgery report</b></p> <p><i>Report previously circulated to members.</i> Holly Goodrich highlighted:</p> <ol style="list-style-type: none"> <li>1. This year is the hardest since she started at the surgery, the pressure is very real.</li> <li>2. Patient contacts by the GP’s is far higher than that recommended by the BMA.</li> <li>3. Turnover in the nonclinical staff has been high but for the last 4 months it has stabilised.</li> <li>4. The appointment system is being reviewed and by the end of June it is expected that advance appointments will be</li> </ol>	

	<p>available, due to the increased use of regular locum GP's. Overall, there will be no more appointments but the bottle neck at 8am will be avoided.</p> <ol style="list-style-type: none"> <li>5. Approximately 100 extra appointments per week are currently being provided using the regular locums.</li> <li>6. Positive Friends and Family feedback remains high.</li> <li>7. The Home Visiting Service for acute illness has helped reduce the surgery's demands.</li> <li>8. Stats: Jan 2022 16,657 calls taken Jan 2023 20,656 calls taken 5,266 more calls have been taken in 2023 than in 2022.</li> <li>9. The CQC undertook a monitoring call recently and said the practice was above average on all data markers. They will not visit this year.</li> </ol> <p>A visitor explained his use of the e consult facility on the website and that it was extremely useful. He asked if this is a useful way of obtaining an appointment for the surgery. Holly Goodrich said it was better for both the staff and patient, as the appointment can be directed to the most appropriate GP as staff are aware which GP's are on duty which days with which specialities and it reduces a phone call. Appointments can be made online via e consult (approx. 3/day), NHS App accuR (approx. 12/day) and the website (approx. 8/day).</p>	
05/23/7	<p><b>Fundraising report</b> <i>Report previously circulated to members.</i> No comments made.</p>	
05/23/8	<p><b>Finance report</b> <i>Report previously circulated to members.</i> No comments made.</p>	
05/23/9	<p><b>Dates and times of meetings 2023/2024</b> Noted. Sara Bains noted that the AGM meeting clashed with Willington Parish Council meeting and that dates should be checked. Agreed.</p>	Lynne Clay Gillian Gahagan
05/23/10	<p><b>Any other business from the committee</b> Sara Bains asked what was the role of the PPG in respect of Health Literacy? It was agreed that this should be a focus for the PPG ongoing.</p>	Pete Horridge
05/23/11	<p><b>Questions from the wider PPG membership</b> A visitor explained that she was unaware of the online booking options and perhaps there should be more advertisements of them. It was thought a workshop after the surgery closes could be considered.</p>	Pete Horridge Holly Goodrich

Date and time of next meeting **Tuesday 18<sup>th</sup> July 2023 at 6pm**

Agreed as a correct record: Chair..... Date: .....