

**WILLINGTON SURGERY**  
**Patient Participation Group (PPG) Annual General Meeting**

**Meeting held on Tuesday 14th May 2024 at 6pm**

**Present:**

Holly Goodrich (Practice Manager)  
Pete Horridge (Chair)  
Barbara McArdle (Treasurer)  
Gillian Gahagan (Vice Chair)  
Jo James  
John Lousvet  
Stephen Parnell  
Jim Evans

**Apologies:**

Diana Winfield  
Hilary Titterton  
Hilary Hancock  
Marion Lomas

**Minutes taken by Gillian**

<b>Number</b>		<b>Action</b>
05/24/1	<b>Apologies for absence</b> Apologies received and accepted. H2H people invited to attend. Four out of the six H2H-ers are also committee members; sadly the other two people were unable to attend.	
05/24/2	<b>Appointment of officers</b> Chair: Pete Horridge proposed by Jo James, seconded by John Lousvet. All agreed. Vice Chair: Gillian Gahagan proposed by Jo James, seconded by John Lousvet. All agreed. Treasurer: Barbara McArdle proposed by Jo James, seconded by John Lousvet. All agreed. Secretary post will remain vacant with the intention of a new member joining to take over but in the meantime, Gillian Gahagan will continue in the position.	
05/24/3	<b>Minutes of the previous AGM / PPG meeting</b> Both accepted as a correct record.	

05/24/4	<p><b>Matters arising</b></p> <p><b>AGM</b></p> <p><b>01/23/4</b> Pete Horridge met with the trainee manager from Hollybrook.</p> <p><b>03/23/8</b> NAPP membership lapsed. Affiliation with The Patients Association was commenced.</p> <p><b>Last PPG meeting</b></p> <p><b>11/23/4.3 Referrals update</b> (addressed within Chair's Report) Pete met with Dave Gibbs, Chair of LMC.</p> <p><b>11/23/4.4 Parent questionnaire</b> No response from patients with young children to help implement the changes asked for and agreed upon. The surgery will be decorated over the summer so if no one comes forward, the agreed items will be selected and purchased by the PPG with assistance from the surgery.</p> <p><b>01/24/7 DNA document/poster/article</b> Article printed in May editions. Following this, one email was received via PPG communications seeking further clarification which Holly and Pete responded to with no further response.</p> <p><b>01/24/10</b> ECG machine purchase has been authorised, bought, installed and is now in operation. The blue tooth element of this machine has made recording data much more efficient and reliable.</p>	<p>Closed</p> <p>Closed</p> <p>Ongoing Pete (dependent upon resumptions of role and outcome of the general election)</p> <p>Ongoing Pete</p> <p>Closed</p> <p>Closed</p>
05/24/5	<p><b>Chair update</b> <i>Report previously circulated to members.</i> Some key points for further mention: *Item 5 - first anniversary of H2H. This role has really grown from its initial purpose and is one that the surgery and the PPG is particularly proud of. *Looking forward to the CQC inspection visit and how we may assist in this. Holly pointed out Willington Surgery is the oldest surgery in the area waiting to be visited. *Cake &amp; Bake Sale, July 7th, 10-2pm at the marina (next to the office). Pete and Holly both thanked Jo for her lead on this.</p>	<p>All please support as you can by baking, buying, attending.</p>
05/24/6	<p><b>Surgery update</b> <i>Report previously circulated to members.</i> Soundbites: *Much better year although demand still outstrips capacity. 15 min slots are working really well allowing GP to give more time to patient/make referral, etc. Discussion in the meeting about supporting patients to prepare for their appointment to get the most benefit. Reference to a previous document advising patients to make written notes to take with them. Holly to find said booklet and we will promote it again on Facebook.</p>	<p>Holly &amp; Gillian</p>
05/24/7	<p><b>Finance update</b> <i>Report previously circulated to members.</i> No questions raised but thank given to Barbara for her ongoing efficiency.</p>	
05/24/8	<p><b>Channels of communication between PPG &amp; Patients::</b></p>	

	<p>*Email *Facebook *Website *Village News - Repton / Willington (Findern does not have one to access) *Resource magazine</p> <p><u>Questions:</u> What do we do/can we do for Hilton, Etwall, etc. Are we representative of all areas/age groups, etc.? Stephen suggested posters in Post Offices. Discussion re: opportunity as another signpost to PPG. Holly also pointed out that there is a very low percentage of patients who cannot access online information and that the posters will be a welcome addition to what is already offered..</p>	<p>Pete &amp; Gillian to design posters and get displayed in local post offices/local noticeboards.</p>
<p>05/24/9</p>	<p><b>Any other business</b></p> <ol style="list-style-type: none"> <li>1. Holly - Telephony - bolt on triage signposting system. Suggestion for this company to do a presentation at the next meeting for the PPG to identify pros and cons before any decision is made by the surgery to purchase.</li> <li>2. John - can we purchase more hi-vis jacket for H2H? Suggested that H2H-ers should each have their own personally sized hi-vis jacket to wash and maintain.</li> <li>3. Stephen - congratulated Book Team on such a great job. Wondered about DVDs? Jo explained there isn't the demand unfortunately.</li> <li>4. Jim - Mental health with 10-12 year olds in the news. What is the surgery's position at the moment to address this? Holly explained some of the resources used currently including Chat text, CAMHs, mental health teams, etc. Concern is that many resources are intended for extreme cases. Focus from primary care seems to focus more on 18+.</li> <li>5. Jim - Dumbles (based on the Willington Canal) - well-being and mindfulness project. Three people are being trained at the moment to deliver sessions. How would this link to the surgery? Holly explained that a link with the surgery's social prescriber would be the next step.</li> <li>6. Jim - Dignity in Dying - what is the surgery's position in supporting this? Holly explained her understanding is that 'opting in' is the process. It is something that would need further discussion with the GPs as personal beliefs impact each GPs actions. Something to be watching as the discussion progresses nationally.</li> <li>7. Barbara - please can we publicise The Outside Clinic as a way of tackling hearing loss? These people visit the home to assist with hearing and sight tests. SpecSavers has an NHS contract so patients can access hearing tests for free. Discussion regarding the importance of hearing checks and ensuring patients know they can access this at no cost.</li> <li>8. Pete - secretary role - we have advertised for this within the CVS, Facebook, word of mouth. Any other suggestions? Discussion about targeting specific people who may be interested in either the role or joining the PPG as a committee member. We are particularly interested in reaching all demographics so the PPG is diverse in its representation.</li> </ol>	<p>Holly to arrange.</p> <p>Pete to purchase.</p> <p>Jim to inform the surgery when training is complete and sessions ready.</p> <p>All</p>

	<p>9. Gillian - proposals from patients to replace dying plants. The waiting room plants do not have access to natural light and therefore cannot thrive. Costings to be drawn up.</p> <p>10. Gillian - historically, meeting dates are planned a year in advance. This year the suggestion is to poll all members before each meeting to find the date that most people can attend.</p>	<p>Gillian &amp; Pete</p> <p>Gillian</p>
	Meeting closed 19:30	

**Date and time of next meeting AGM Tuesday 16th July 2024 at 6pm**

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