

# **Willington Medical Practice Patient Participation Group (PPG)**

## **Annual General Meeting**

Tuesday 15<sup>th</sup> September 2020

Present: Margaret Hooley (Chair), Pete Horridge (Vice chair), Janice Heier (Treasurer), Sally Lovatt (Secretary), Holly Goodrich (Practice Manager), Sue Carter and Val Shelton

### **Chairman's Report 2020**

To begin this report may I explain that due to COVID-19 restrictions we have been unable to hold our AGM earlier than September 2020, therefore, both my report and the Treasurers report will cover 2019 and up to September 2020.

First a warm welcome to our new members who joined the Group in the past 12 months and their constructive contribution to our discussions has been very much welcomed. Also a huge thank you to my fellow Officers and Group members for all your help and support.

2019 was a busy year for the Group. The PPG information leaflet was launched and circulated to the majority of residents in the Willington Surgery catchment area. I really can't begin to thank our Vice Chair Mr. Pete Horridge for all his hard work, collating and gaining agreement on the content as well as all the negotiations with printers and delivery people. I must also thank fellow member Chris Baker who was a great support to Pete together with Sally and other PPG members who have remained so positive about this initiative. I would also like to thank Holly, doctors and all staff at the surgery. The information leaflet has been a huge success and provides people with valuable health advice and information. This leaflet can be downloaded from the Willington Surgery website or you can request a hard copy by contacting the surgery.

Book sales have proved extremely successful and the Fashion Show in September was once again a great success. Janice our Treasurer will confirm income.

Up until March this year we were meeting on the third Tuesday of each month and worked to an agenda, notes are taken and once agreed are placed on the PPG notice board inside the surgery and posted on the website.

Since March 2020 the impact of the COVID-19 Virus has meant that meetings have been affected, however, again thanks to our Vice Chair Pete Horridge a number of the Group have experienced virtual meetings via the online system called 'zoom'. We have also had an online meditation session and an online quiz. Little did we know at the beginning of 2020 that our lives would be turned upside down!

Back in July of this year after much discussion a decision was made to take the opportunity to refocus the PPG making it more inclusive to a greater number of patients as well as reviewing what its aims and purpose were. Officers were tasked to meet and produce a model that would best represent the views of patients of

Willington Surgery as well as continue the fund raising for surgery resources and funding events that will support patients.

The PPG constitution was produced when the PPG was first set up, many years ago and needed urgent attention to bring it up to date to meet the current demands. The COVID-19 lockdown and subsequent revised meeting schedule, with no potential for our normal routine, gave us the opportunity to carry out this review.

Sally our Secretary will circulate the revised constitution and full details of the proposed changes but in a nutshell the main difference will be how PPG will be operating, away from mainly fundraising which is what we had tended to concentrate on.

Our plan is to hold two education events per year.

Set up a 'virtual' PPG group whereby monthly information (ie short questionnaires, PPG meeting minutes, 'Friends and Family' responses etc) can be emailed to patients and more importantly provide a channel for patients to submit suggestions for improvements that PPG can put forward for change. A generic email address has been set up [ddccg.willington-surgeryppg@nhs.net](mailto:ddccg.willington-surgeryppg@nhs.net) patients will be invited to contact this address and if they are happy to be contacted by PPG.

Fundraising will be a sub-group of PPG and will be called 'Friends of Willington Surgery'.

Our Secretary, Sally Lovatt, Treasurer, Janice Heier and Practice Manager, Holly Goodrich will all be reporting as per the agenda but as Chairman of PPG I am honoured to be working with these members as well as other members of the Group so a huge thank you to you all it is very much appreciated.

I particularly want to say a huge thank you to Holly, Doctors, Pharmacy and other staff at the Surgery for all your support and hard work particularly during this really difficult time and let's hope for an improvement in the situation before too long.

Finally, may I say to patients of the Surgery, stay safe and well particularly as Autumn and Winter approaches and look forward to meeting you at events we will be organising in 2021.

### **Treasurer's Report**

Due to the current Covid-19 situation this report covers a period of 18 months from April 2019 to August 2020. instead of the customary 12 months.

Although the book table was closed in March, we still raised £1130. 95.

The Fashion Show we held in September 2019 raised £255 plus £108 commission from the vendor.

The raffle which started at the Fashion Show and followed through to the flu clinics raised £499. There was no outlay for prizes thanks to the generosity of local businesses and friends of the surgery.

Because the raffles that we arrange run for more than a day we pay a yearly affiliation fee of £20 to the Small Society Lotteries at S.D.D.C.

The NAPP affiliation fee remained at £40 for the year but as this is due May. We paid two subscriptions this year.

We are also the very grateful recipients of donations given by families in remembrance of their loved ones.

An amount of £3557.48 has enabled us to purchase sun blinds for the first floor waiting area. Also notice boards for PPG and surgery information. Commemorative plaques are being mounted to acknowledge the family's donations.

The Surgery Information Booklet - production and delivery cost £1138.67. I am sure everyone will agree a worthwhile exercise.

Members met via two longer Zoom meetings at a cost of £28.78. It was decided to revert to the shorter version at nil cost.

A very healthy bank balance is made up

Current account	7476.71
Cash in hand	25.47

This account was checked and certified correct by Fred Spencer as part of his support of the PPG and surgery, for this we thank him.

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Two amounts are outstanding for payment in the coming financial year.	
Balance of payment for blinds	1322.25
Payment of commemoration <u>plaques</u>	<u>110.34</u>
	1432.59

Available 2020/2021

£6069.59 which is £6044.12 in bank account and £25.47 petty cash.

AGM/JH/15/9/2020

### **Surgery Update**

HG thanked the group for all their support and advised that she and the GPs are looking forward to the progress PPG are hoping to make in the process of Patient Participation and making it more representative of the patients registered.

The present pandemic situation means that the consultation rooms have to be cleaned down between each consultation which halves the number of patients that can be seen. The GP consultation becomes 20 minutes rather than 10 minutes. To cope with this reduced availability of appointments telephone or video consultations are offered and this can be followed up with a face to face consultation.

SC expressed concern that if patients are not seen face to face then a vital aspect of the patient demeanour and appearance is lost. HG emphasised that patients can still be seen if deemed appropriate by GP and video consultation is not possible. The majority of hospital consultations are now held in this way and this is likely to be the process for the future. Nurses are carrying out the annual reviews by telephone but

procedures such as smears, blood tests, wound dressings etc are now taking place but there only half the number of appointments because of the cleaning down process.

Generally, feedback from patients has been positive especially for working patients or those with caring responsibilities.

PeH asked if 'On-line Consult' is a suitable means of communication and HG confirmed that this should be promoted as it can ensure patient is signposted to the correct service.

Patient education is key to patient acceptability of the new arrangements for access to medical services and this is something for PPG focus on and to start to plan on patient education.

HG then asked for feedback concerning the telephone system. The surgery has 12 lines (and this is maximum availability). The system is at full capacity as GPs and nurses are phoning patients and of course, patients are phoning in for appointments, advice and results etc. Monday morning is the worst time. Clinicians using video calls involves internet so that is an advantage.

The question Holly asked for feedback was: Do patients prefer an engaged phone tone or would they prefer a message letting them know how long the wait is likely to be? The general response from those present was to wait and be made aware of the waiting time. Patients can hang on then or make a rational decision to call back.

Patient education about the best times to call the surgery could be actioned (maybe article in Resource?). Pe H suggested that a lot of phone lines to banks etc recommend consumers go to website for 'instant chat' or more information.

The next meeting will be held on Tuesday 20<sup>th</sup> October at 11am by Zoom