**Patient Participation Group Annual General Meeting – Thursday 28th March 2024**

**At Markfield Congregational Church**

Attending: Laura Gibson Practice Manager (LG); Nadine Kimberley (NK) MMC; Angela Berry (AB); Rosie Woodland (RW); Roy Isbell (RI); Gail Massey (GM), Madeline Burrows (MB); Patricia Hardy (PH); Robert Quiney (RQ); Cliff Kendall (CK); Louise Wright (LW); Jacqueline Walker-Sutton (JW);

Darryl Pascall (DP); Emelia Elton (Social Prescriber) (EE)

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| **Subject** | **Description** | **Raised by** | **Action by** |
| **Welcome & apologies** | In the absence of the Chair Laura welcomed everyone to the AGM. Apologies received from Alan Bourne (AB), Yogesh Thacker (YT), Klaus Senkpiehl (KS), Carol Hill (CH), Mary Pepper (MP), Mark Benoit (MB), Dr C Trzcinski (CT). Robert agreed to Chair today’s meeting and said that Carol Hill had informed him that she was sadly resigning from the PPG as she and her husband were leaving the area. Everyone went round the table to introduce ourselves. | LG |  |
| **Appointing/voting of Chair/ Vice Chair and Secretary** | RQ explained that careful consideration had been given as to how best to proceed with the AGM in AB’s absence. The need for the Group to take action in a number of areas argued against a postponement. CK was the only nominee for the role, but it had been agreed with LG and the Practice that in view of his stalwart work as Chair AB should be given time to inform the PPG of his future intentions. Ordinarily the Vice Chair would have been expected to act as Chair in this intervening period but due to a lack of nominations the Vice Chair role has remained vacant since the AGM in 2023.  The current situation underlines the need to fill this important deputy role in future. RQ therefore proposed that the formal election of Chair be postponed until the May PPG meeting and this was agreed by all attending members. RQ then proposed that in order to maintain momentum CK should act as Chair in the interim and all attending members agreed.  All members were urged to consider nominating themselves for one of the positions of Chair, Vice Chair or Secretary prior to the meeting in May. The nomination procedures should be the same as for this AGM and would be re circulated in due course. | RQ | All  All |
| **Minutes from the last meeting** | Minutes of the last meeting on 25th January 2024 were approved by the members and signed by RQ. | RQ | All |
| **AGM Annual Report** | RQ asked that the Minutes record the PPG’s gratitude to Alan Bourne for all his dedicated work over many years for the PPG and the community  LG provided a list of some of the projects that the PPG have been involved in during the last year which were: -   * The PPG support of putting up posters and raising awareness around the ‘Green’ Carbon lowering emissions of the NHS with moving all patients on Salbutamol inhalers to Salamol. * Communications sub-group helping with the Cloud based telephone system implemented in Sept / Oct 2023 with call recording, queuing and call back facilities. * Roy helped us with the New Website – Aug 2023 – Providing easier access to Online consultations. * Roy to assist with the implementation of a new call / information screen – ongoing from last year. * Dementia ‘Tea & Cake’ afternoon, due to the success has resulted in Angela setting one up in the community at the church each month. * Defib scheme ongoing support from Robert in the community. * Support with the Patient feedback surveys for the ICB in Feb / Mar 24. | RQ | All |
| **Matters Arising** | *Defibrillator (AED) Project*  RQ presented the Annual Report that had been circulated with the Agenda and passed round a note *(copy attached)* with details of the planned AED/CPR Training Evening on Thursday 25th April  He asked for Members support:   1. To join him, LW and CH (who had kindly offered to remain involved), in the preparation and promotion of the event 2. To help deliver posters and leaflets round the village 3. On the night to man desks checking in arrivals   This is the PPG’s first event for its new year and he said he hoped that, irrespective of their CPR/AED experience, all members would attend to stress their involvement in the community. RW proposed that to be visible to the public PPG members have badges or lanyards LG will take forward.  *MP Proposal*  RQ had contacted MP and thanked her for her proposal that she could be a contact for the elderly. She was content for it to be part of a wider initiative for the PPG to make links to localities and groups across the PPG area. AB felt PPG Members needed to make themselves known and JW suggested it be part of a wider plan to enhance communication  RQ then stood down as temporary Chair for the meeting and thanked CK for agreeing to stand in and welcomed him as Acting Chair  *Acting Chair Statements*  CK thanked RQ for passing the Chair to him and reiterated the need to build on previous achievements, maintain momentum by active participation of members in helping to deliver yet to be defined and agreed objectives for the year in accordance with the PPG’s core aims. Members asked why PPGs were initially formed – they originally helped with fund raising but now focused more on patient needs and their care.  CK added that our governing document also known as Terms of Reference, specifies the PPG’s underlying aims and determines how we should operate, but it was last amended several years ago and is now thought to need updating. CK said he was prepared to lead on this review and anyone interested in assisting him would be welcome to join him.  CK expressed the desirability of making the PPG more visible and more representative of the practice community and to broaden its reach and connection with patients. He said we must all have our own network of contacts in the village such as relatives, friends and neighbours who may be members of different village organisations and through which we could communicate without necessarily recruiting new members to achieve our goals.  We already have a Communication sub-group (RI AB MP) but we need to identify other potential projects for the year and suggestions are invited. CK said he hoped to create a small group to review these ideas for a ‘reality check’ and to define a recommended priority list of activities for agreement at the next PPG Meeting. JW, RI and RQ kindly volunteered for this and the invitation was extended to anyone not present to volunteer for this group. In line with CK’s aim of encouraging greater member participation further volunteers will be sought in due course to join other mini-groups as and when new projects are devised or specific activities are identified.  A reminder was given that the PPG is not an area for personal complaints and as such LG or NK email address should not be used for such. RI did enquire the correct channel for moans and groans which aren’t necessary a complaint, it was suggested that this is something that the Communication subgroup could address. There is a contact us form on the website and the [markfieldmedicalcentre.noreply@nhs.net](about:blank) e-mail.  *PPG Meeting dates*  CK said that as the 4th Thursday of the month bi-monthly is not convenient for several members including himself, he suggested the date be moved to the 3rd Thursday of the month in future. All attendees present agreed to this change. | RQ  RQ  CK | All  Laura (Lanyards)  All  CK + All  All  All  All  All |
| **Practice Update** | *Please see detailed plan attached from LG.*  LG gave a summary on the update of national changes coming in for this year along with practice improvements that are in the pipeline some of which the PPG could help the practice implement and raise awareness on. These topics will be included for consideration by the new PPG group to be formed as mentioned by CK above. | LG |  |
| **AOB** | * Communication – RI now has control of PPG email * Discussion of where PPG minutes are stored (Practice Shared Drive) and should this be moved so accessible to all members? * Concerns were raised over the service offered at Masons – CK will endeavour to informally meet with MB to discuss. * Masons will no longer be delivering prescriptions ‘free of charge’. There will be either a £30 annual charge or £3.50 for an individual delivery | RI  RI  CK | All |
| **Next meeting** | Thursday 16th May 2024 at Markfield Congregational Church at 1.00 pm. The agenda will include the outstanding item from the AGM namely the formal appointment of officers of Chair, Vice-Chair and Secretary. |  | All |