

**Minutes of the PPG AGM on Monday 11 March 2024**

The Chair opened the Meeting at 4.45 pm. She welcomed all to the meeting.

There were 16 members attending and 3 apologies noted on the attendance sheet.

**CHAIRS ANNUAL REPORT FOR PPG AGM ON 11 MARCH 2024**

I was elected Chair of the PPG on 8 March 2023.

We have held regular meetings approximately every two months throughout the year. The meetings have been well attended.

During the year we have worked very closely with Sophie Lumbis, Practice Manager and Linzi Pearsall, Practice Care Co-Ordinator.  Both have regularly attended our meetings and I want to thank them for their support and commitment.

At the beginning of my term as Chair, myself and several other Officers reviewed the existing Constitution and updated it to be more relevant to the current Group.  The updates were proposed at the next meeting.  The proposal was seconded, and it was unanimously voted to accept the changes.

I have been involved with assisting the surgery with a Carers/Veterans event during which we sold books and plants. I also gave a brief talk on our PPG, its purpose and activities.

The PPG bought a colourful table and chairs which we donated to the Surgery for the children to use.  These have proved to be very popular and are in constant use.  They are positioned next to a bookcase which we keep filled with books.  Donations for the books help to increase our funds.  We also bought small children's books and stickers to be given to children when attending Flu or Covid clinics.  These are also popular and Bob Tillyer, the Treasurer and myself have had our photographs taken when donating these to the Surgery.  These photos are on view in the Surgery and have helped promote the PPG.

In October, I attended a Saturday morning Surgery where I and a few of my colleagues on the Committee carried out a survey on behalf of the Surgery.  The outcome was very positive, and both the Surgery and staff came out of it very well.  We aim to carry out a further survey in the spring.

During the year I was invited to attend our neighbouring PPG in Higham Ferrers as a guest.  I spoke about our own PPG and how we run it.  We have in turn had visitors from other PPGs attend our meetings as guests.

We have had several speakers throughout the year, including Lorraine from the Surgery.

After starting my term as Chair without a resident Secretary, I was absolutely delighted that during the year not one but two people came forward and were duly elected at an extraordinary AGM.  I want to thank Lynne Cheshire and Annie Drake personally for their hard work and their support.  I also want to thank Bob Tillyer for his work as both Treasurer and Vice-Chair and for his constant support throughout the year.

I am willing to stand as Chair again at the next AGM and should I be elected I look forward to another year raising the profile of the PPG and to working with you all.

**TREASURERS ANNUAL REPORT FOR THE PPG AGM ON 11 MARCH 2024**Treasurers Report April 2023 - March 2024.

The following extract from Treasurers Records: -

**Balance brought forward from March 2023 £368.78**

May 7th Carers Event. Sale of plants/DVD’s/Books (raised £40.49) £409.27.

May 16th Purchase of Children’s Table & Chairs (cost £40) £369.27.

July 8th Purchase of 20 sheets (Children’s Stickers) (cost £26.40)

Purchase of 24 Books (Children’s Activity) (cost £18.97) £323.90.

July 15th Purchase of 50 Table Name Cards (for use at PPG)

(cost £13.35) £310.55.

July 27th Book Donations (raised £3.40) £313.95.

Aug 14th Book Donations (raised £3.90) £317.95.

Sept 6th Book Donations (raised £2.80) £320.75.

Oct 16th Book Donations (raised £9.71) £330.46.

Nov 6th Purchase of 96 Children’s Mini Books (cost £30) £300.46.

Nov 7th Book Donations (raised £3.80) £304.26.

Nov 21st Book Donations (raised £3.00) £307.26.

Nov 21st Purchase of Bariatric Chair (£100 donation from PPG) £100.00

**Balance prior to March PPG AGM £207.26**

These records were audited by Anna. Bob also reported that today he collected £18.51 from the Book Box in Reception, and this is well worth continuing.

**ENPA ANNUAL REPORT FOR PPG AGM ON 11 MARCH 2024**

This report covers activity since the last HFS PPG AGM, but does not include matters raised at the ENPA meeting on the 7 March. I will try to send an additional report on this meeting.

The main focus at ENPA over the past year has been the ongoing discussions with James Gillespie-Allan, the lead for Patient Communications at the ICB about improving the link between the PPG’s and the Integrated Care Board (ICB). At present, the PPG’s seem to have lost their voice to represent patients that they held at the CCG. The restructuring under the new ICB has given the PPG’s little or no influence, and this is something that ENPA is fighting to have restored. There was an online meeting scheduled for 30 January 2024 between ENPA members and James Gillespie-Allan. ENPA seems to be leading the county in restoring patient communication links. An online meeting has been suggested for all PPG’s countywide with ENPA being asked to demonstrate how it works. Discussions are ongoing.

The chair of ENPA had written to MP’s Peter Bone and Tom Pursglove regarding the closure of Spinneyfields.

Considerable attention has also been given to the new set up with the ICB, Community Wellbeing Forums (CWFs), and Local Area Partnerships (LAPs), the structure replacing the old CCG’s. The ICB’s 5-year plan was presented. Concern had been raised about the lack of GP’s and recruitment; lack of plan to address lack of care facilities for those leaving hospital; no additional funding for mental health; and underfunding of palliative care. ENPA falls within the 2 East Northamptonshire LAPS, EN North and EN South (the A14 being the dividing line between the 2). The ENS LAP has identified community transport as a priority problem. This was a common theme across all the North Northamptonshire Council LAP’s, and a joint working party has been set up to see how the problems can be alleviated. Efforts are being made to recruit more voluntary drivers, and discussions are being held with KGH/NGH to address problems identified by existing volunteers.

A consultation event for disabled people was held in Irthlingborough. Amongst recurring issues raised were difficulties getting GP appointments and problems returning equipment to Millbrook when no longer needed. These and other common complaints were passed to Rebecca Gane, our PCN Manager.

Members are being sought to join the NHFT Patient Engagement Group. Anyone interested should contact Simon Bayliss. KGH and NGH had also sent out invitations to the public to join proposed Patient Panels. Anyone interested should contact Lucy Jones, Patient Engagement lead at KGH.

ENPA is continuing its efforts to engage with young people via schools. Previous discussions at Manor School, Raunds proved to be fruitless, but ENPA is currently speaking with Huxlow School in Irthlingborough trying to arrange talks with the students about health and social care.

ENPA discussed future funding arrangements, and it was suggested that PPG’s be asked to make a voluntary contribution equivalent to £1 per the average number of people attending a particular PPG’s meetings.

**SECRETARIES ANNUAL REPORT FOR THE PPG AGM ON 11 MARCH 2024**

We are pleased to provide this report following our appointments as Joint Secretaries during an Extraordinary Meeting held on Monday, 14 August 2023. Our active participation in regular meetings has provided us with valuable insights and a better understanding of the operations of our Group. We are enthusiastic about the opportunity to contribute further to the Patient Participation Group (PPG) and to support our Surgery in fulfilling its mission.

Since our appointment, we have actively engaged in attending regular meetings, participating in discussions, and collaborating with fellow members to address key issues. Additionally, we have taken on responsibilities to ensure that decisions made during meetings are documented accurately and communicated effectively to all relevant parties.

As Joint Secretaries, our primary role is to assist in the coordination of PPG activities, facilitate communication between members, and support the implementation of strategies aimed at improving patient care and satisfaction. This involves working closely with other members of the Executive Team to develop agendas, schedule meetings, and follow up on action points. Furthermore, we are committed to promoting transparency and accountability within the PPG by ensuring that all members have access to relevant information and are involved in decision-making processes.

Looking ahead, we are optimistic about the opportunities that lie ahead for our organisation. By fostering collaboration and teamwork, we can leverage our collective expertise and resources to address current challenges and explore new avenues for growth and development. We are confident that our experience, dedication, and passion for patient advocacy will enable us to make meaningful contributions to the success of the PPG and our Surgery.

In conclusion, we are honoured to have been elected as Joint Secretaries of the Patient Participation Group. We are committed to fulfilling our duties with integrity, diligence, and professionalism, and we look forward to working closely with other members of the Executive Team to achieve our shared goals and objectives. Together, we can make a positive difference in the lives of our patients and contribute to the ongoing improvement of healthcare services in our community. Thank you for the opportunity to serve in this capacity.

**ELECTION OF OFFICERS**

All of the current members have indicated that they are happy to be re-elected.

Chairperson: Eileen Woods – nominated by Cathy, seconded by Graham C.

Vice Chair: Bob Tillyer – nominated by Graham C, seconded by Les.

Treasure: Bob Tillyer – nominated by Ishbel, seconded by Anna.

Secretaries: Lynne Cheshire and Annie Drake – nominated by Les, seconded by Anna.

ENPA Reps: Hector Graham – nominated by Eileen, seconded by Cathy.

Tom MacDonald – nominated by Graham C, seconded by Graham N.

Votes were taken by a show of hands and all officers were duly re-elected unanimously.

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**MINUTES**

The minutes of the previous meeting on 11 December 2023, previously circulated were approved.

**MATTERS ARISING**

Fundraising – this will be discussed later in the meeting.

**PRACTICE MANAGERS REPORT**

Sophie said that she had little to report. Anima was raised – Eileen mentioned a friend who had had trouble accessing it, but this has been resolved. Lynne reported that she had heard that it was a “clunky” process. Sophie said that so far there had been 800 registrations from 13,500 patients. It was advised to check the NHS App for messages from the Surgery, although mobile phone contact will still be available if people are not picking up their messages. It will not replace phone calls to the Surgery.

Covid vaccinations begin in April – Care Home and housebound patients from 15th and Over-75s from 22nd. Those eligible will be contacted.

Linzi mentioned the phone line demand and access. This has been introduced to ease the 8.00 am rush and to move away from call queues. The call queue of 15 is gradually being increased to 20 and up to 25/30 (although this would mean callers are in a queue for longer). The average waiting time is less than 5 minutes. Calls are monitored and from 2000 repeat calls last Monday this had dropped to 900 today. There will also be a ‘call back’ service once a new contract is agreed. It was agreed patients should be aware of how this service works. There are 4 or five people on phone duty and other staff can jump on if needed.

**CARE COORDINATORS REPORT**

There was nothing to report, as some points had been addressed in the PM Report above.

**FUND RAISING**

The following ideas were put forward – Bric a Brac stall (possibly on Covid Clinic vaccination days or a Saturday). A subcommittee consisting of Sally, Cathy and Jason was appointed.

A Garden Party/plant sales (involving Jason) was also thought to be a good idea.

Linzi mentioned that she has sourced some second-hand children’s books from Facebook for the Surgery.

It was agreed that unfortunately the Fashon Show would not be practicable.

**VOLUNTARY CONTRIBUTIONS**

Hector explained that the ENPA is mostly self-funding. Delegates from each PPG meet six-weekly. There are nine PGs in our area. It has been asked if PPGs would be prepared to make voluntary contributions of £1 per member. As all patients are PPG members this would not be feasible and so the £1 refers to Committee members only. Generally, ENPA Meetings are held in venues that incur no cost, but they do need a working fund. There is a regular yearly payment of £15. The ENPAs have a vested interest in doing as much as possible for patients – eg AA and Age Concern groups.

There was a general discussion and Linzi suggested that before any decision was made that she would contact Rebecca Gane (PCM) to see if she can help. It might also be possible for the Practice to help but this would need to be investigated. It was agreed to discuss this at the next meeting once further investigations had been made.

**ONLINE WORKSHOP FOR ELECTIVE SURGERY**

Hector had attended this online workshop which was a virtual meeting. There were three groups and two invigilators. It is not known exactly how many people were on the Workshop. Recent experiences were asked for and Hector spoke about his recent hip surgery at the end of October 2023. All stages of procedures were discussed – pre-op, stages of procedure, family involvement, post op etc, and all information was collated. The whole process is to hopefully ensure that all patients receive the best possible care, both before and after surgery. It is hoped that people with health issues would be picked up sooner and there would be less cancelled procedures. Hector felt that communication was poor regarding patient records and that communication was paramount in finding problems. The information collated would be going to a ‘think tank’ to hopefully find resolutions to all problems raised.

**ANY OTHER BUSINESS**

Rodney mentioned Dr Thomas’ retirement and it was agreed that Sally would purchase a bottle of wine from donations given and present to Dr Thomas if is he able to come in at some point.

Graham C mentioned having to go to Nene Park at Irthlingborough for blood tests. Sophie explained that although it would be preferable to be able to do blood tests at the Surgery, it was not practicable for financial reasons.

David said that a friend had received a message re blood tests but had been confused by what it was for. Sophie and Linzi said it was likely just routine, but they could look into it if needed.

Rodney queried the money box for book donations – Linzi said the box is screwed down for safety reasons. The book money is ‘for practice needs’ and Sophie said that she would ask at the clinical needs meeting if anything is required.

**Conclusion**

The Chair thanked the members for attending and indicated that the next meeting would be on **Monday 29th April 2024 at 4.45 pm**.

The Meeting closed at 5.57 pm.