

# Minutes

## PPG ANNUAL GENERAL MEETING Monday 11 March 2019 6:00pm

**Present:**

Peter Robinson (Chair)  
Ken Sharpe  
Gareth Brammer  
Beryl Perrin  
Chris West  
Ian Dickson  
Kevin Price  
Christine Price  
Tony Pearce  
Pamala Pearce  
Jaqueline Brooks  
Norman Wright  
Dr Carter Singh – Practice GP  
Lyndsey Holmes – Advanced Nurse Practitioner  
Sebastian Gregory – Practice Pharmacist  
Dr Mohammed Islam (Practice Manager)  
Stephanie Chapman (Ass. Practice Manager)

**Chair:**

Peter Robinson

**Minute taker:**

Kenneth Sharpe

**1. Introductions**

Welcome by Peter Robinson and all present introduced themselves to the meeting.

**2. Apologies:**

S Holmes

**3. Chair's Report**

The PPG role is to positively support the practice whilst at the same time being a 'critical friend' to help the practice see where change is needed. We can also help through organising events around health and well-being, in the practice, which provide information to patients and others which improves their ability to better manage their own health, and their knowledge of services outside the practice which could be of help. It also helps as today is intended to make people more aware of the services the practice provides.

The Willowbrook practice does a good job at a time when there is a lot of pressure on costs in the NHS locally, improving primary care services and problems caused partly by the way patients see and use practice services. From the Practice patient survey in 2018, one of the main high points was the quality of care from GPs and nursing staff. One of the main Low points was the difficulty of getting an appointment. The PPG view of those issues is informed by the information provided by the practice, the questions we ask and the experiences of PPG members.

	<p>A recurring problem is that a high % of patients do not turn up for appointments. This means appointments are wasted which contributes to the inability of the practice to provide the appointment capacity it needs. A wasted appointment costs around £75. The practice and PPG agreed to focus the discussions of the PPG around communications to its practice population which would help to improve the understanding of patients about the impact of inappropriate use of services.</p> <p>So far, we have identified a number of aspects of communication which impact on practice services and in May we are going to discuss what works for and against changing patterns of usage of practice services.</p> <p>We have a plan agreed with the practice to look at other aspects of its service offer to patients such as access to patient records and the development of new services.</p>
<p><b>4. Addresses and Presentations</b></p>	<p>Following the Chair’s report there were addresses and presentations by representatives of the Practice:</p> <p><b>Dr Carter Singh</b>, who thanked the PPG for their role in supporting the Practice and gave an address which extensively outlined the national and local challenges to the NHS and what steps the Practice was taking to continue the provision of a first-class health care service to their patients.</p> <p><b>Lyndsey Holmes</b> – Advanced Nurse Practitioner (APN), who outlined the role of the APN and other Nursing roles within the Practice setting, emphasising the broad range of diagnosis and treatments provided.</p> <p><b>Sebastian Gregory</b> - Pharmacist, who outlined his role within the practice and how they as individual professionals are now employed in forward thinking practices to alleviate workload crisis and work alongside the GP’s and Nurses in the provision of an effective up to date pharmaceutical service.</p> <p><b>Dr Mohammed Islam</b> – Practice Manager, who provided an insight into the many and varied aspects that make up the management and administrative structures of the Practice (including the extra hours service). These aspects are the vital but mainly unseen tasks that ensure the smooth running of the practice including in the areas of IT both internal and external, staffing, maintaining appointment systems, ensuring accessibility to the practice and the general maintenance of the building and wellbeing and safety of all the staff, patients and visitors.</p>
<p><b>5. Question Time</b></p>	<p>There then followed an open question time where members were able to raise issues and questions with the panel and which covered such diverse issues as the closure of the Kings Mill Pain Clinic(with people not knowing what was going on), access to appointments (one member of the audience said he had tried 127 times on the phone to get an appointment), availability and delivery of prescriptions ordered on-line, patient use of the practice website, accessibility to the building and information, the issues of patients who did not attend appointments and car parking.</p>
<p><b>6. Election of PPG</b></p>	<p>Attendees voted to elect all members to the PPG for the coming year.</p>

<b>Members</b>	Peter Robinson was elected Chair for the coming year. Both decisions were by unanimous vote.
<b>7. Close</b>	Following the election, the meeting was ended and there followed time for refreshments and for attendees to meet and speak less formally and to examine the poster displays detailing information about the PPG and various aspects of the Practice.
<b>8. Date of next meeting.</b>	The next meeting was agreed to be Monday, 13 May 2019 at 6pm at the Practice