



RED HOUSE SURGERY

PPPG

PATIENT PARTICIPATION GROUP

Patient Participation Group

Annual General Meeting, May 2018

Agenda Item 1. Welcome – Chair

Steve Bates, Chairman, welcomed members to the meeting and thanked them for their attendance.

Agenda Item 2. Present

Steve Bates (Chair), Gordon Lovell, Clive Robinson, Bob Gould, Vanda Gould, Fay Read, Judith Westell, John Neale, Christine Cartwright, Michael Whitehand, Nigel Vaughan, Gillian Holloway, Penny Liddiard, Sheila Dale, John West, Dallas Sherwood, Jan Lloyd, Toni Rampello, Dr Nigel Fagan (GP), Jane Hanlon (Practice Manager) and Angela Lovell (PPG Secretary).

Agenda Item 3. Apologies

Mark Pitman

Agenda Item 4. Draft minutes of 2017 AGM

These minutes were circulated prior to this meeting and it was agreed they are an accurate record of the meeting.

Agenda Item 5. Any matters arising

None

Agenda Item 6. Chair's report

Steve read his Chairman's report to the meeting. (Addendum 1)

Agenda Item 7. Treasurer's report

The Treasurer's report was circulated to members prior to the meeting. Christine went through it for us. (Addendum 2)

Agenda Item 8. Current post holders stand down

The Chairman, Deputy Chairman, Secretary and Treasurer stood down.

Agenda Item 9. Election of Chair, Deputy Chair, Secretary, Deputy Secretary and Treasurer

New officers were elected unanimously as follows:- Proposed by Toni, seconded by Bruce.

Chair	-	Steve Bates
Deputy Chair	-	Gordon Lovell
Secretary	-	Angela Lovell
Deputy Secretary	-	No nominations
Treasurer	-	Christine Cartwright

Steve thanked all officers for their hard work and all members of the group for their support in many ways during 2017/2018.

On closure of the meeting the Surgery very kindly offered to lay on some cheese and wine refreshments for which we are very grateful.

Addendum 1 – Chairman’s Report

Red House Surgery Patient Participation Group Annual General Meeting - 2018

Chairman’s Report

I have much pleasure in presenting this, my second report to the PPG. We have enjoyed a very successful year again with a good turnout for our meetings. These meetings and the activities are all recorded in the monthly minutes. (All minutes can be found via the Surgery website.)

Nationally the NHS has recognized the value of PPGs and insisted that every surgery in England should have one. We are indeed lucky that we do have a thriving PPG while a surprising number of surgeries in the MK area do not have one at all. Our success is derived from the commitment of our members, including the large ‘Virtual’ group who cannot attend monthly meetings but give their support when requested, plus the great support we receive from the surgery in general, and in particular, the surgery Manager, Jane Hanlon. It should also be noted that not all PPGs have the regular attendance of a GP where we often have two, something we are very pleased and grateful about. I thank all for their support over the last year.

Our PPG is a member of the National Association of PPGs (the NPP), and this year we have joined their ‘100 Group’. The 100 Group is made up of PPGs from around the country and we commit to responding promptly to surveys and questionnaires on issues the NPP wish to take action on or make recommendations about. This gives us an insight into national issues we may otherwise not be aware of but also allows us to comment and contribute on important health matters.

The programme of talks given by visiting speakers at our monthly meetings continues to be popular as evidenced by the number of questions at the end of most events. Jan Lloyd is responsible for organising these and I thank her for arranging so many interesting and topical speakers. As an example, our next speaker for the June meeting is about Medical Detection dogs which use their powerful sense of smell to detect health problems.

One event which is worthy of note was a training session for members on the use of Defibrillators and CPR (Cardiopulmonary Resuscitation). Everyone enjoyed the two demonstrations and the opportunity to apply the technique and equipment. We all hope that we’ll never have to do it but we are now confident that we can if we have to.

We have organised several visits to places of interest during the year, including Willen Hospice. These are always well supported and are very interesting, informative and enjoyable.

Our ‘Red House Rovers’ walking group is in the safe and experienced hands of Dr. Ian Graham. The walks last about an hour. They are quite energetic and lively, aimed at stimulating health and physical fitness. The dates, times, and start locations are shown on the PPG Notice Board. They are very popular with those who attend, not only for the benefit of exercise, but also the creation of new friendships.

The PPG has two main sources of income, book sales and the raffles we run during the two Flu Injection days organised by the surgery. This year we raised £1000, which allowed us to buy a dermatoscope, a sophisticated piece of equipment a trained operator can use to identify accurately skin conditions which may or may not be malignant. I am pleased and very grateful to Toni for organising and preparing us for the Raffles, plus other work she does to support the PPG, including support for Wilen Hospice. Also I am pleased to thank all the members who attended the surgery to run the raffles plus the patients who buy our books. I am also very pleased to say a big 'thank you' to those who donate books to our stock and prizes for our raffles.

In September we were very pleased to receive a generous donation following the unfortunate death of a patient. In consultation with the donor we have purchased a bench which has been installed at the front of the surgery. There is a plaque on the bench explaining who has sponsored it. I am very grateful to John Neale and Clive for securing the bench in position where it will be used by those waiting for their transport after visiting the surgery.

The members of our gardening group have continued sterling work with the raised beds in front of the Surgery looking lovely throughout the year. Many thanks to Angela and Gordon for all of their hard work, and to the other members who help them.

The PPG does a number of things to help our surgery's patients. We have created a comprehensive but simple guide to help people start to use the online system for repeat prescriptions, appointments, and test results. This is available in the surgery now. This year we produced an excellent, interesting Newsletter, full of useful tips and information. Toni edited this and it was professionally produced by Nigel, both of whom I thank. We are currently working on a shorter version which may form the forerunner of a more frequent, possibly quarterly, newsletter. My thanks to Toni and Gillian for this work, so far, plus those who have contributed articles.

Some of our members have knitted some Twiddlemuffs, while Vanda has created an immense number of them. Many thanks to Vanda for creating so many with such flair and imagination. (Twiddlemuffs are for patients with dementia who often have 'restless hands' and like to have something to keep their hands occupied. It provides a wonderful source of visual, tactile and sensory stimulation and at the same time keeping hands snug and warm.) My thanks to all knitters.

While Vanda has been busy knitting, her husband Bob has been working with Jane Hanlon and others to set up a 'Cancer and Beyond' group. This group recognizes that cancer patients often have very intensive care at times during their treatment which can then cease when things change. The patient, and their carers, can often experience a hiatus of apparent interest. This can be disturbing for them and the group seeks to provide a support group of people with similar experiences with whom they can share concerns, and knowledge of sources of information they may need. The group have worked with another surgery arranging meetings where attendees have heard from expert speakers and had the chance to share valuable information. I am really glad this group has been formed and am grateful to Bob, Vanda, Jane, Gillian and others for their work in creating this very worthwhile initiative.

This has been a busy and interesting year for the PPG. Our Secretary, Angela, has kept us on the straight and narrow and produced excellent minutes, while our Treasurer, Christine, kept the books accurately and has produced a clear and comprehensive set of accounts. I thank them both for their commitment and dedication. I also thank the other PPG members who are so enthusiastic – I know that whenever I ask for volunteers, several will step forward. Two others worthy of mention are Gillian and Mark who have managed our filing system and email address. I thank both of them for their IT skill and support.

Not everything is a success. I was keen to offer basic First Aid training to parents with young children, giving them the chance to practice treating minor injuries in a

safe environment. After lengthy planning, parents who had previously expressed an interest were invited but I'm sorry to say no one was interested. On the other hand, many of our patients will have noticed the improvements in the car park – how the drains work and potholes have been filled. My thanks to Clive and Bruce for this work. Also there is more space as Clive has been positively discouraging people from parking in the surgery car park unless attending the surgery or the pharmacy next door. The area round the surgery also received a 'make-over' by members who removed all rubbish, weeds, and over-growing plants. Trees were also trimmed giving back parking space.

Things like this do not happen without members giving their time and effort, for which I thank them sincerely. We are very lucky to have a good team of volunteers. Yes we have our 'officers' but we depend upon our members, too many to name here, who work so hard to promote the aims of the PPG and support the surgery.

We can now look forward to another productive and engaging year during which I hope we can do more to promote good health for patients and for members of their families and their carers.

In closing I will record the thanks of the PPG members to all of the Partners and Staff of the Red House Surgery. We are lucky to have such a hardworking and caring team support us and work with us for the benefit of 'our' patients.

Stephen Bates, PPG Chairman

May, 2018

Addendum 2 – Financial Report
Red House PPG Accounts to 31st March 2018

Receipts

Book Sales

16/08/2017	122.00
16/08/2017	33.00
01/11/2017	71.00
01/11/2017	99.00
24/01/2018	65.00
29/03/2018	<u>60.74</u>
	£450.74

Raffles

06/10/2017	345.70
20/10/2017	<u>204.30</u>
	£550.00

Interest

30/06/2017	1.15
31/12/2017	<u>0.99</u>
	£2.14

Donations Red House Surgery

19/07/2017	45.01
01/11/2017	71.98
01/11/2017	53.55
24/01/2018	61.15
29/03/2018	<u>182.97</u>
	£414.66

Donations PPG

25/09/2017 From family of Mr Smith	349.00
24/01/2018 Watch sale	<u>10.00</u>
	£359.00

Total **£1,776.54**

Balance B/fwd as at 01/04/2017	2,250.82
Adj to 2016/17 accounts	<u>89.15</u>
	2,339.97
Receipts	1,776.54
Payments	<u>1,666.94</u>
	£2,449.57

Balance in Bank as at 31/03/2018	£2,341.14
Cash	<u>108.43</u>
	£2,449.57

Payments

Gift Vouchers

27/09/2017	<u>£60.00</u>
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Newsletters

10/07/2017	<u>£686.00</u>
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Donations

14/11/2017 Willen Hospice Re visit 28/11/2017	<u>£50.00</u>
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Red House Surgery

16/08/2017 Opticlar	<u>£813.96</u>
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Sundries

02/08/2017 Plants	17.00
12/08/2017 Plants	3.00
11/09/2017 Hobbycraft (Raffle)	16.00
20/10/2017 The Range (Raffle)	3.00
08/11/2017 Plants	12.99
29/03/2018 Photocopy Paper	<u>4.99</u>
	£56.98

Total **£1,666.94**