

Pleasley Surgery Patient Group

a voice for all patients of Pleasley Surgery



Minutes of the AGM meeting held on 15th November 2017

Attendees:- KW - Member
PS - Member
SC – Member
HC - Member
RC – Member
CP – Member

Apologies:- NW – Member

- 1 Notes of last meeting and matters arising** – The minutes were agreed as a true record of the meeting held on the 9th October 2017.
- 2 Elections:-** Elections were held where it was decided that RC would be our chair, CP would be vice chair and KW would be secretary.
- 3 Overview of the past year for the PPG group**

Changes

- PR and DC both left the PPG, leaving us without a Chairperson or Secretary, the remaining members decided to carry on with the PPG, with a rotation for the Chair.
- New ANP to start in January.
- New Staff:- RS Practice Nurse and BE Receptionist
- 2 new PPG members RC and CP
- Staff Leaving:- SS Practice Nurse and MH Receptionist

Accomplishments

- General Practice Awards 2017 – Where we have received the following:-
- SP – Kindness Award, Outstanding Contribution and Excellence in Engagement.
- JC – Outstanding Contribution.
- Pleasley Team – Kindness Award, Outstanding Contribution, Going the extra mile, and Excellence in Engagement
- Walking Group commenced in September - great response from patients and RC has trained as a walk leader.
- Flu Day Participation September 21st and October 4th – Over 600 flu's
- Patient in house Survey – PPG member assisted in completing 300 in house surveys
- PPG Christmas Raffle - ongoing

Procedures

- No CQC but still prepping!!!
 - MJOG text messaging services started in March 2017 and has seen a big reduction in patient not attending for appointments.
 - New appointment System organised by SP ongoing
4. **In house survey action plan** – A copy of the action plan from DM was passed to each member, as follow up from the in house patient survey.
 5. **DNA** - The DNA figures for October were up to 36, we are hoping that this is due to half term and the 2 children's flu clinics and that November figures will be down again.
 6. **Family & Friends / NHS Choices** – Only 1 Friends and Family form completed this month, where patient would highly recommend us. There was also 1 new posting on NHS choices whereby they gave 5* and was very complimentary.
 7. **Fundraising Up and coming events:-**
The fundraising is well underway for Make A Wish, Bluebell Woods Hospice and Rainbow Trust. It was decided that the raffle would be drawn at the next PPG meeting. Fundraising for 2018 was discussed among the group members and it was suggested, that maybe we could have a nominated charity for 2018, which we could fundraise for all year round. Members were asked to think about local charities and it would be decided at the next PPG, who to fundraise for and KW would then see if we could get a representative from the said charity to come and speak with the group in January
 8. **Wheelchairs** – CP requested if a chair could be moved out of reception, to allow for patient's in wheelchairs not to feel in the way by blocking access while waiting for their appointment.
KW to action
 9. **PICS** - a brief explanation was given to the group about the new extended access appointment systems, where appointments are now available till 8pm everyday and Saturday mornings, this will be on a rota basis with other surgeries in the area and that this could mean that the patients would possibly not be seen here at Pleasley, clarified that this is being displayed in reception and on the website for patient's to see.
 10. **Agenda** – It was suggested that the agenda headings for the next meeting could be same as the Development Plan – **KW to action**
 11. **PPG Christmas Social** - KW passed an invitation to each PPG member for the Christmas Social Evening, being held by the CCG for all PPG groups in the Mansfield and Ashfield Area. KW, RC, CP, PS, and HC showed an interest in attending, KW to confirm their attendance once NW has confirmed if he would like to attend or not – **KW to action**
 12. **PSPG Development Plan** – The plan is to be updated by RC and CP.
 13. **Newsletter** – **KW to action**

Time and date of next meeting – 18th December at 11.30