**The Meads Patients’ Participation Group**

Minutes of the PPG AGM and Committee meeting held on Thursday 8th March 2018 at The Meads Medical Centre, Bell Lane, Uckfield from 6.30 to 6.55pm (AGM) and 7.45pm (Committee).

Present: Trevor Nash (Chairman), Merrill Plowman (Secretary), Peter Griggs, Ian Muldoon, and Gabriella Paterson-Griggs.

Also in attendance: Tina Desouza

Apologies: Apologies were received from Jenny Eadon, Caroline Penman, Dr Duckworth.

**Annual General Meeting**

**Minutes of the last AGM**

The minutes of the AGM held on 18 March 2017 were agreed as a correct record.

**Matters Arising from the last AGM**

There were no matters arising

**Chairman’s Address**

The Chairman welcomed everyone to the 2018 Annual General Meeting of the PPG.

In his address he reported that the PPG had successfully raised money for the Kent, Surrey and Sussex Air Ambulance; Macmillan; and the special care baby unit at the Princess Royal. These fund raising events had been held during the ‘flu jab’ clinics where the PPG gave cakes to the patients for a donation to one of the chosen charities. The Chairman thanked all those involved – nurses, office staff and committee members – in helping to raise £742 (£200 more than the previous year).

The Chairman went on to thank Tina Desouza, the practice manager, who was unfortunately leaving the Practice for family reasons. He explained that when Tina joined she had turned the Practice round following the Care Quality Commission’s less than favourable report resulting in the Meads being given a clean bill of health on their subsequent visit. On behalf of the Committee he stated that Tina will be greatly missed and wished her all the luck in the world.

The Chairman also thanked the Committee members in particular for setting up the wide range of communications in order for the patients to be able to keep up to date with what is happening at the medical centre.

**Treasurer’s Report**

Peter Griggs reported that the Practice had donated £250.00 to the PPG in 2016/17 and in 2017/18 and that £108.23 had been carried forward in to the 2017/18 financial year. Currently the balance is £271.34. It was noted that the Practice has capped the balance at £500. The funds to date had been spent on the pull-up banner for the surgery waiting room, business cards with the surgery’s opening hours printed on them that are given out to patients at reception and the Group’s membership of NAPP.

**Communications Report**

Peter Griggs informed the meeting that the aim of the Group is to communicate with all patients in the Practice and that this was being achieved by using social media such as Facebook and Twitter as well as the local Uckfield media – Uckfield FM, Uckfield News and Uckfield Matters. An email group had also been set up and updates are sent out on a regular basis. The Committee is keen for more patients to join the email group and it was agreed that the best way to achieve this is at face to face sessions such as the ‘flu jab’ clinic.

**Election of Committee Members and Officers**

The following appointments were made in line with the Group’s constitution:

Chairman – Trevor Nash

Vice-Chairman – Jenny Eadon

Secretary – Merrill Plowman

Treasurer – Peter Griggs

Committee Members: Ian Muldoon

Carolyn Muldoon

Gabriella Paterson-Griggs

Caroline Penman

2 vacancies

The Chairman welcomed Carolyn Muldoon to the Committee.

**End of the Annual General Meeting**

**Committee Meeting**

**Minutes of the Last Meeting**

The minutes of the meeting held on 11th January 2018 were agreed as a correct record.

**Matters Arising**

There were no matters arising

**Practice Report**

Tina Desouza gave the Practice report as follows:

* Staffing – the new Practice manager, Charlotte Luck, is due to start on 11th April 2018. She will be working 4 days a week – Monday to Thursday. Charlotte will also be working with Tina a day a week until the end of March and Tina has agreed to close down the financial year and set up the new one on the various systems.
* It was noted that a receptionist is leaving to go travelling and then to University with the intention of studying to become a Paramedic Practitioner, one of the secretaries is retiring and Martha is returning from maternity leave. The intention is not to recruit to this post at the current time. Dr Wallbrook is now back on a phased return to work and will be full time from the end of March 2018. Dr Emanuel is due back from maternity leave in May but the terms of her return have yet to be agreed.
* Parking – one patient had posted unduly critical comments about parking. The Committee agreed that a communication be sent out in the next newsletter reminding patients that the best times to park at the surgery to collect prescriptions, make appointments etc were 8.30 – 9am, 12noon- 12.30pm and 4-6pm. The busiest time is 10am.
* The practice list has now re-opened.
* Appointments – pre-booked appointments are currently available three weeks in advance. Appointments are released each day. It was noted that Easter will be busier as the Practice is closed for a longer period.
* Day to Day – Tina reported that urgent cases are dealt with each day. The Practice is still reliant on locums who are an additional cost to the Practice. She informed the Group that Dr Duckworth had done a fantastic job and supported the staff throughout the difficult last few months.
* Tina thanked the Committee for all the support it had given her during her time working at the Practice.

**Communications Report**

Peter Griggs reported that social media was still being used to communicate with patients and that the latest newsletter had been reproduced as an article in Uckfield Matters.

**Ian Muldoon’s Proposal**

Ian Muldoon offered to take on writing press releases as and when required. The Committee thanked him for the offer but it was agreed to avoid any overlap or confusion that all communications should stay with Peter Griggs and that Caroline Penman would submit articles to Uckfield Matters on a regular basis.

However, there was a need for someone to make the applications to both Tesco and Waitrose Community Token Schemes or fundraising and it was agreed that Ian and Carolyn Muldoon would take on this role.

**Action: Applications be made to Tesco and Waitrose at an appropriate time (I&CM)**

**Co-operation with Bird-in-Eye PPG**

The Chairman reported that he had approached both the Bird-in-Eye and Buxted PPG Chairmen but to date had not had a response. He will raise again at a meeting on 22 March.

**Fund Raising Proposals**

It was agreed that TD would talk to the nurses and provide a wish list of equipment for funds to be raised for. Following that an application could be made to the community token schemes at an appropriate time.

**Action: Wish list of equipment (TD)**

**Future Projects**

It was noted that PPG Awareness Week is 4 – 9 June 2018. It was agreed that promotional material could be purchased to raise awareness of the Group. GPG to email suggested items round to the group for approval.

**Action: Promotional material to be explored (GPG)**

**Any Other Business**

There was no other business

**Date of Next Meeting**

The next meeting of the Committee:

* Thursday 17 May 2018 at 6.30pm