**Meads Patient Participation Group**

**Minutes of Annual General Meeting at Uckfield Civic Centre**

**The Ashdown Room @ 6:30**

**Present:** Roger Isaccson (Chair), Jenny Eadon (vice chair), Caroline Penman, Ian Muldoon, Carol Muldoon, Janine Williams, Ray Yamin, Merrill Plowman (Sec)

The chair opened the meeting at 6:30pm, welcomed the patients and introduced the members of the PPG.

The secretary walked through the agenda items.

**Minutes of the 2021 AGM** were handed out, with no questions raised, the minutes were accepted.

**Matters Arising** – there were no matters arising.

**Chairman’s Report** – Copies of the report was made available. The chairman read out his report for 2022. Two key highlights were mentioned. Caroline Penman’s efforts in raising funds for the much-needed storage and Janine Williams approaching and obtaining a large donation from the Uckfield Lions. A presentation to the logo competition winner will be made on Monday 3rd October at the surgery.

**Practice Manager’s Report** – Copies were made available and was read out by the secretary.

**Treasurer’s Report** – The treasurer read out his report noting the simplicity of managing the assigned annual budget of £500. Effectively a receipts and payments exercise.

**High Weald PPG Report** – Caroline Penman gave an overview of the group stating its purpose to identify problems and to find solutions. She confirmed that surrounding surgeries are all facing the same challenges as the Meads.

At this stage, the chair recognising some attendees needed to attend a planning meeting asked for questions from the floor. Where these could not be answered it will be presented to the practice and feedback through various channels

**Questions:**

* Why does the receptionist want to know the detail of the call, they are not qualified.
* Why don’t we have a named doctor – Answer, you can check online to see who has been assigned.
* The practice does not appear to be getting hospital / consultants reports, how do we know when we should book follow-up appointments. How long does it take to upload hospital reports.
* What additional training is being considered for staff manning reception

**Election of Committee**

**Nominations for Officers**

Chair – Janine Williams , proposed by Ray Yamin, seconded by Jenny Eadon

Vice Chair – Jenny Eadon, proposed by Janine Williams, seconded by Merrill Plowman

Treasurer – Ian Muldoon, proposed by Roger Isaacson, seconded by Ray Yamin

Secretary – Ray Yamin, proposed by Merrill Plowman, seconded by Caroline Penman

The nominations were put to the vote of all present and approved.

**Nominations for ordinary committee members**

Up to six people can be elected.

The following names were put forward for re-election

Merrill Plowman, Caroline Penman, Carol Muldoon, Roger Isaacson.

 Also nominated, Carol Sweetland, proposed by Caroline Penman, seconded by Janine Williams.

All five were approved.

The new chair and secretary took up their positions.

**Draft Constitution –** The new chair read through the constitution and this was accepted and signed

This was followed by further questions from the floor and noted by the new secretary

* Do the accounts need to be audited – the answer given was No.
* It would be useful if the practice manager or deputy could attend the AGM
* The response from reception could be less abrupt and more considerate
* It’s difficult to logon to the web-site, is it possible to have a user guide and receive training
* Hard copy Newsletters was requested to be placed in the surgery
* PPG to request an area in reception to help patients get online and to complete forms

The meeting closed at 7:20pm