

The Meads Patients' Participation Group



Minutes of the PPG AGM and Committee meeting held on Thursday 11th April 2019 at The Meads Medical Centre, Bell Lane, Uckfield from 6 to 7.20pm.

Present: Peter Griggs (Chairman), Jenny Eadon (Vice Chairman), Merrill Plowman (Secretary), Ian Muldoon, Carol Muldoon, Trevor Nash, Caroline Penman and Gabriella Paterson-Griggs.

Also in attendance for the:

AGM: Alan Sallows and Jean Sallows (patients of the practice)

Committee Meeting: Charlotte Luck (Practice Manager) and Dr Ellis.

AGM

Apologies: none

Minutes of the last AGM

The minutes of the AGM held on 5th March 2018 were agreed as a correct record. There were no matters arising.

Chairman's Welcome

The outgoing Chairman, Trevor Nash, welcomed everyone to the AGM and gave an update of the year highlighting Tina de Souza (Practice Manager) leaving the practice and Charlotte Luck joining the practice as the new Practice Manager and Dr Ellis joining as a partner GP.

Treasurer's Report

The Treasurer gave the following report:

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|--|--|
| Balance at 1 st April 2018 | £274.13 |
| Income | £225.87 (donated by the Practice, budget capped at £500) |
| Expenditure | £139.31 (Public Liability Insurance and NAPP membership) |
| Balance at 31 st March 2019 | £360.69 |

Fund raising:

| | |
|-------------------------|----------------|
| a. Influenza clinics | |
| a. Air Ambulance | £202.00 |
| b. Macmillan Nurses | £174.00 |
| c. Practice equipment | £237.01 |
| b. Waitrose green token | <u>£340.00</u> |
| | £953.01 |

Notes:

- I. The PPG's funds are held, managed and audited by the Practice.
- II. Income raised from fund raising events is paid direct to the organisation that benefits.

Communications Report

It was reported that there had been an increase to the Facebook page followers during the year with more than a hundred on the email list to which regular updates are sent. There have also

been regular articles in the Uckfield Matters publication. The PPG continues to have a noticeboard in the Surgery waiting room.

Election of Chairman

Proposed by Jenny Eadon and seconded by Merrill Plowman it was RESOLVED that Peter Griggs be appointed Chairman for the ensuing year 2019/20.

Election of Vice-Chairman

Proposed by Peter Griggs and seconded by Gabriella Paterson-Griggs it was RESOLVED that Jenny Eadon be appointed Vice Chairman for the ensuing year 2019/20.

Election of Treasurer

Proposed by Merrill Plowman and seconded by Peter Griggs it was RESOLVED that Ian Muldoon be appointed Treasurer for the ensuing year 2019/20.

Election of Secretary

Proposed by Peter Griggs and seconded by Gabriella Paterson-Griggs it was RESOLVED that Merrill Plowman be appointed Secretary for the ensuing year 2019/20.

Election of Committee Members

Proposed by Merrill Plowman and seconded by Peter Griggs it was RESOLVED that the following be appointed as Committee Members for the ensuing year 2019/20:

Carolyn Muldoon

Trevor Nash

Gabriella Paterson-Griggs

Caroline Penman

It was noted that there are two vacancies for Committee Members.

New Chairman's Address

Peter Griggs thanked Trevor Nash for all the hard work and dedication he had given to the PPG during his time as Chairman. Trevor was instrumental (along with Merrill Plowman) in forming the PPG back in 2012 and had a hand in helping to shape the new surgery and make it the success it is. Under Trevor's chairmanship the PPG has grown and is set on a firm foundation. As a token of the Group's appreciation Trevor was presented with gifts for both himself and his wife.

The Chairman also set out the areas he would like to the Group to look at in the coming months:

- Reviewing where the PPG needs to focus its efforts and establishing its priorities; and
- Exploring how the PPG can best start to engage with younger patients.

Question from Mr Sallows

The issues that a patient had had previously with contacting the surgery were noted. The Practice Manager explained how the training of staff was undertaken for both the reception staff and those taking the calls. The importance of customer service is paramount in the training which takes place on a regular basis.

COMMITTEE MEETING

Apologies: Apologies were received from Dr Duckworth

Minutes of the Last Meeting

The minutes of the meeting held on 7th April 2019 were agreed as a correct record.

Matters Arising

Telephone system - CM reported that the new phone system is still being investigated as the contract is nearing its end.

Dementia Golden Ticket – Dr Ellis is the Dementia Lead for the practice and one further meeting was required before the surgery would be able to offer services. Dr Duckworth would be attending the Uckfield Dementia Forum on 29th April.

Waiting room radio – CM explained that although a new radio had been purchased it still had not been possible to tune it satisfactorily. This was still being investigated.

Home blood pressure monitoring - Guidelines for patients have now been posted on the website and the link would be sent out on social media.

'Meet the Practice Manager' – the feedback received had been positive.

Safeguarding Policy – JE confirmed that this was in progress but requested confirmation as to the exact purpose of the policy.

Practice Report

Charlotte Luck gave the following report:

Staffing - a p/t clerical assistant would be starting on Monday and a second interview was being held with a potential salaried GP. A new Paramedic Practitioner, Ian Rooney, had joined the Practice and would be working Wednesdays, Thursdays and Fridays.

Flu clinics – there had been an increase of 28.3% in the number of 'flu jabs' given in 2018/19.

Call System – unfortunately the call system in the waiting room had broken which was causing issues but other options were being investigated.

Website and Noticeboards - a new website was being developed and the noticeboards in reception were being updated.

Spirometer – the Practice's spirometer had broken so a new one had had to be ordered before the fund raising for the equipment had been completed.

The Hub – the Practice has been allocated as a Hub for routine appointments for Saturdays and Bank Holidays and Tuesday evenings.

Review of the AGM

The issues raised by Mr Sallows were noted.

Fund Raising

IM reported that the Tesco Bags for Help Scheme was still ongoing until the end of April and the token collection boxes were in the Uckfield main store and Browns Lane and the Heathfield store.

Communications

Nothing further to report

Treasurer's Report

Nothing further to report

Uckfield Care and Support Expo

This event to be held on Thursday 23rd May 2019 was discussed and it was agreed that the PPG be represented to encourage patients to join the PPG and to raise awareness as to what can be done about the Dementia Golden Ticket. CP and MP to take the lead and liaise with Dr Ellis. **Action: CP, MP, KE**

Future Uckfield Events

This item to be discussed at the next meeting of the PPG.

Any other business

PPG Awareness Week – 10th to 14th June 2019. Agreed that a stand at the Practice be attended between 10am to 12 noon by PPG members. Availability to be sent to MP who will arrange the rota. **Action: All**

Thank you: TN thanked everyone for the gifts given to him and his wife saying that it was quite unexpected but very kind.

Dates of Next Meetings in 2019

- 30th May – 6pm