**Notes from the PPG AGM, Monday February 25th 2019**

Apologies were received from: Rick Walker, David Bell, Lesley Watson, Jan Jacklin and Gill Lamb.

13 nominations were received for PPG membership; Andy Nation did not wish to stand again.

J Green S Otty, I Skidmore, L Boon, J Young, A Gillman-Smith, R Walker, D Bell, L Watson, J Jacklin G Lamb, R Aubrey T McKay were nominated and all were elected.

I Skidmore was nominated as Chair, S Otty as Vice Chair and G Lamb as Secretary, all were elected *nem con*.

The Minutes of the AGM of 19th February 2018 were approved.

John Green, the retiring Chair, reported on the activities of the PPG over the past 12 months. John was the initiator of the PPG and has guided us successfully from our start in early 2017, we are very grateful for all he has done and are very glad that he wishes to remain as a member.

John noted that we had continued to follow the principles underpinning the role of a PPG: to help communication between the Practice and its patient community, acting as a critical friend of the practice, especially when changes in procedures affecting patients were planned, spreading healthy living advice from the NHS and supporting local and national Health Campaigns.

Our report to the CCG was well received however we believe that self-examination by means of an internal audit is a useful practice. This was carried out by Sara, Roger and Jan.

John reminded us of the greatest challenge we have, one that we share with all other PPGs locally, and probably nationally. That is effective communication with the patients of the practice, making sure that health messages get to the right people and getting their response.

Sara Otty presented the key findings from the Audit: The vPPG has approximately 90 members. Our challenge remains effective communication, especially posing questions and getting answers, not just giving them information.

The Audit questioned whether we should have meetings more frequently than bi-monthly to ensure issues get properly addressed. To use our time more effectively we should focus on the future, not on reviewing what we have done unless there are lessons to be learned from them.

Using the flu clinics as an opportunity to provide information on other matters (shingles vaccines this year) was very valuable.

We should continue to work with other PPGs on creation of slide packs for the surgery screens.

The appointments flow chart is a valuable resource.

Communication with the medical staff at our meetings is something that is currently missing.

In looking to the future Ian Skidmore again focused on communication. He noted that we are setting up a monthly information table in the surgery to focus on helping patients understand, in the first instance, how the system works and will be extending that to explaining the roles of the different groups of staff and then to specific issues. He noted that with the changes in the NHS at the time of its 70th birthday and its need to respond to financial challenge and an increasingly long-lived population we have a role in making changes known and understood. He mentioned GP on-line services, Primary Care Networks that NHS England is mandating, Social Prescribing and Care Navigation as things that we can expect to see more of in the future.

John Green invited Dr Dansie to give his views. He emphasised that the NHS is going through quite radical changes in response to the challenges it faces. We should not expect a return to the old much more personal family doctor landscape of the past. He noted that the Practice is in negotiations with another Practice to create a Network and that many of the initiatives mentions earlier are designed to make sure that patients saw the right person for their needs and that this would not necessarily be a doctor (or even a health professional in some cases).

In Question Time the issues that people have with the appointment system came up several times. Individual patients clearly have problems with it but overall we are getting used to the system.