



Watling Medical Centre

Patient Participation Group (WMC-PPG)

Annual General Meeting

Minutes of meeting held 3rd March 2016 at WMC Stanmore surgery

Attendance: MO, HO, AS, TR, MG, SG, RA, DW, MW, BA, JF, JF, SL, SK, TG, LG, RP, CL, OL, SL, KB, Dr MS, Dr YS, LB

Apologies for absence: LG, UC, BD, KP, FR, ST, SS, MS, RV,

1. **Welcome and Introductions:** HO welcomed everybody to the meeting, and asked everybody to introduce themselves.
2. The minutes of the meeting held 26 February 2015 were approved and there were no matters arising
3. The Chairman's report on the past year was adopted.
4. **Committee for 2015-2016.** In accordance with the Constitution, all members retire at the AGM, but being eligible may offer themselves for re-election.
 - a) Retiring members eligible and offering themselves for re-election: HO, LG, UC, BD, AR.
 - b) Other nominations: MG, LG, BA.
 - c) *Co-opted:* no nominations

The election of all the above was unanimous.

DW and SL offered to assist as needed but without being committee members.

5. **Resolution:** to fall in line with national nomenclature, the name of the group shall be changed from Patient Representation Group (PRG) to Patient Participation Group (PPG). The resolution was carried, to take effect immediately.
6. **Any Other Business:** none



Watling Medical Centre

Patient Participation Group (WMC-PPG)

Open Committee Meeting

Minutes of meeting held 3rd March 2016, immediately following the AGM

Attendance: MO, HO, AS, TR, MG, SG, RA, DW, MW, BA, JF, JF, SL, SK, TG, LG, RP, CL, OL, SL, KB, Dr MS, Dr YS, LB

Apologies for absence: LG, UC, BD, KP, FR, ST, SS, MS, RV

1. Election of chairman: HO was re-elected.
2. Election of Secretary: LG was re-elected. HO explained that LG's work commitments made it difficult for her to attend all the meetings. He requested a volunteer to help LG as co-secretary; no response.
3. The minutes of the ordinary meeting held 1 October 2015 were approved. There were no matters arising not covered by the agenda.
4. **Dr first triage:** This has been under consideration for some time, Dr MS explained, as we look at ways to help with the increasing demands on our appointment system, and how we can balance resources. A 'doctor first' triage works by the patient talking first to a Doctor and being guided to an appointment with the most appropriate practitioner or other relevant outcome.
5. **Working with other local practices:** this is a successful development and Dr YS explained the advantages of working with other practices in a local network. We share staff training and the Practice Managers work closely, sharing both ideas and resources. The network clinics make available appointments outside normal hours.
6. **Patient Group Networks:** At the October meeting, patient group members and practice managers of local network surgeries attended to see how our group works. It was decided to set up a formal meeting of the network, encompassing up to 15 local practices, which took place in January. Subsequently a steering group was formed with patient representatives and practice managers working with Barnet CCG and Healthwatch to develop an effective network patient voice to share information, provide mutual support and influence best practice.
7. **Newsletter:** HO drew attention to the latest issue published in February and asked for feedback and what content people would like to see in future issues. He explained that since his 'inside' help, Dr YS's daughter, has moved on, he is editing, designing and publishing it himself and was appealing for a volunteer to take on the task or at least to assist. Offers of help will be appreciated.



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8. Any Other Business:

- a) **Health Champions:** Our Health Care Navigator pilot scheme developed by Nurse Practitioner MCL has now come to an end. We now have Health Champions who are volunteers that are coming into the surgery to promote wellbeing. Any volunteers from PPG will be welcomed and given training.
- b) **QIP Meetings:** We have monthly Quality Improvement Project meetings at the surgery to improve processes within the practice. The PPG will be kept informed of what is being worked on.
- c) **Practice Manager:** KB our charismatic practice manager, whose achievements included being instrumental in advancing the close relationship between the practice and the PPG, has now left as she is moving away from London. All present thanked her and wished her well.
- d) **Fly Tippers at Stanmore:** Dr MS said there had been a spate of people fly tipping at our Stanmore surgery and asked if everybody could be vigilant around the neighbourhood.

9. Dates of next Meetings: (venues TBA)

Thursday 2nd June 2016. Please note this date has subsequently been changed to Thursday 7 July.

Thursday 6 October 2016

Thursday 2 March 2017 (to include AGM)