

**MINUTES OF WESTBURY GROUP PRACTICE
PATIENTS PARTICIPATION GROUP ANNUAL GENERAL MEETING at WHHC**

Date: 20th February 2018 at 6.30pm

Present:- Shelagh Carpenter (SC), Diana Benham (DB), Peter Biggs (PB), Val Billings (VB), Barbara Burrows (BB), Pauline Byerley (PB), Bill Fanning (BF), Stan Flukes (SF), Diana Hamilton (DH), Alan Hay (AH), Rosemary Henderson (RH), Mike Kimmins (MK), Jackie Litwin (JL), Arthur McKechnie (AK), Vivien Moore (VM), Jennifer Propert (JP), Cass Rudin (CR), Martin Weymont (MW), Bill Yeadon (BW)

Present from the Practice:- Mark Dickson (MD), Marie Strachan (MS), Mandy Johnson (MJ), Karen Bishop (KB),

Apologies:- M Ellery (ME), Susan Ezra (SE), Kenneth Frewer (KF), Barbara Gerrish (BG), David Jenkins (DJ), Sheila Kimmins (SK), Michael Bartlett, Lorraine Walters, Tony and Valerie Stenning. Pat Wheatley (PW)

N.B. DJ has contacted SC to say that he is resigning from the Group. SC thanked him for all his input and involvement over the years and said that he would be missed.

	AGENDA ITEM	ACTION
1.	Review of the Minutes of the last full meeting on 5th. December 2017 and matters arising: There were no amendments to the Minutes of the last meeting and they were accepted as a true record. SC advised that the POD is settling down now after the Christmas period and the recruitment of additional staff. We have now hit our 20% target for online registrations. SC asked if there were any further matters arising. There were none.	
2.	Review of the Minutes of the AGM 21st. February 2017 and matters arising: The "Times are Changing" leaflet has been finalised and published on the WGP website and Facebook. Hardcopies are available in Reception. The phones are being reinstated at Bratton. The WGP survey was done in July 2017. CR is now leaving magazines throughout the year in the waiting room.	

3.

Chairpersons review of the Year:

Without a CQC Inspection, Healthwatch researching health care provision in Westbury, a Street Fayre or numerous Cake Sales in aid of charity, this year has been a less busy one for the PPG.

Even our presentations at meetings have been rather more ad hoc than usual! In June, owing to illness, Julia Office was unable to give her presentation on alternative clinicians to doctors. Instead, James Hubbart - paramedic attached to WHHC - gave an outline of his role at the surgery and I tried my best to talk us through the "Times are Changing" leaflet. The latter was accepted by members without amendment and it has subsequently been published on the WGP website, Facebook and as a hard copy.

In September, Keith Brunson was going to give a presentation on "Active Health" but he cancelled at very short notice due to staff shortages at Leighton Recreation Centre. Instead, a number of our members recounted their experiences at Leighton and WHHC staff explained how patients can be referred on to the programme.

Thankfully, in December, our speakers Sarah and Elle from Avon and Wiltshire Mental Health Service were able to attend. They gave us a very informative and interesting overview of the services that they are able to provide.

As usual, we have supported the practice with 'flu jab sessions at Bratton and at WHHC, with helping patients to use the self check-in machines and with carrying out the WGP annual survey in July.

During the year, the CCG continued to organise networking meetings for all PPGs in Wiltshire. In October, Di and I attended a meeting in Devizes where Medvivo outlined the new Urgent Care Model that they are working on with the CCG to implement during 2018. Then, in January, we attended a follow-up meeting that outlined possible ways for PPGs to support carers. Not many of these would be possible with a practice of our size but we may be-able to develop a few of their suggestions in the future.

In December, Barbara and Vivien attended a Wiltshire Health and Care meeting mainly focussing on young adults. However, they concluded that, as a group, we could not do

	<p>much to help with this.</p> <p>At our December meeting, it was decided that, once approved, our Minutes from full group meetings would be published on the WGP website. This will start with the Minutes from this AGM.</p> <p>My thanks go to Karen Ashman who was Secretary of the group at the start of this year but, owing to staff changes within the practice, became Mandy Johnson ably supported by Karen Bishop for meetings from June onwards. My thanks also go to Mark, Marie and all other WGP staff for their support, help and time over the year.</p>	
4.	<p>Treasurer's Report: MK provided the Treasurer's Report for period 21st February 2017 – 20th February 2018. He stated that the main expenditure for this period was leaving gifts for DB and MG, leaving a balance of £366.36 in the account.</p>	
5.	<p>Review of the year at the Surgery February 2017 - February 2018 - Mark Dickson:</p> <p>MD advised that the current population we serve is 22,126 patients up from 19,516 (or down from 23,635 with Smallbrook). AH asked if the GP count was still the same as the last meeting, which was 13 GP's with 5 GP partners. Mark advised that 1 salaried GP has resigned but we are currently in the process of interviewing 2 more. MD ran through the staffing and how this is made up within the practice. He then ran through the year advising we had a Loss of 3 GPs in 10 days at Smallbrook, resulting in a reduced service at Smallbrook, and eventually Smallbrook closed. WGP surgery then restructured with a few voluntary and non-voluntary redundancies being made. Dr Beale retired and Dr Jackson joined as a Partner. AFH, AR, AG, PL, AR joined as salaried GPs.</p> <p>Throughout the year, WGP have been working with local surgeries and care homes. The POD has been introduced for prescriptions.</p> <p>Staff have set up a Health Club which includes a weekly Weigh-in, Zumba and running.</p> <p>Dr Beale was named as "Westbury Person of the Year" by the White Horse News.</p> <p>DB asked if the surgery is represented at the Council</p>	

	<p>planning meeting as the Council always say the Surgery can cope. MD advised originally the funding for the surgery was based on 25,000 patients but this was cut at the last minute to 18,500 patients.</p> <p>PB asked if it was possible to do a summary of staff in the White Horse News so people are aware just how many staff we have. It was agreed this was a good idea.</p> <p>PB asked if having the cancellation line and text messaging reminder has improved no shows. MD advised it has but not enough.</p> <p>MD then ran through a list of upcoming projects that the surgery is working on. They are:-</p> <ul style="list-style-type: none"> New Urgent care team, Obesity project – including Walking for health etc, Integrated reception and admin team, Dementia friendly accreditation, Recruitment showcase, L.E.G. meetings (Local Education Group), Improved care home meetings, Promotion of the Bowel Cancer screening programme, 75 year birthday cards (inviting over 75's for health check) Locality working and projects. <p>MD then ran through the challenges we face. These include:-</p> <ul style="list-style-type: none"> Recruitment and Retention – Junior doctors do not want to become GPs and many Junior doctors want to work abroad Older GPs retiring early – Pensions and workload Ageing population Demand rising faster than funding Lack of investment in Primary Care (Slowly being addressed) Increased patient expectation and the Government raising public expectation (7 Day working) New housing developments in the area Workload Space!!! <p>MD wanted to mirror what SC had said about the practice staff and to thank all PPG members for their involvement and time.</p>	
6.	Elections of Officers:	

	<p>Election of Chair: Shelagh Carpenter Proposed by Cass Rudin Seconded by Val Billings</p> <p>Election of Vice Chair: Cass Rudin Proposed by Bill Yeadon Seconded by Val Billings</p> <p>Election of Secretary: Mandy Johnson/Karen Bishop Proposed by Shelagh Carpenter Seconded by Barbara Burrows</p> <p>Election of Treasurer: Mike Kimmins Proposed by Pauline Byerley Seconded by Shelagh Carpenter</p> <p>SC stated that all members of the volunteer sub-group committee 2017 - 2018 had indicated their willingness to continue for the next year. If any vacancies occur within the year, SC will ask for volunteers to fill them.</p>	
7.	<p>AOB –</p> <ul style="list-style-type: none"> • SC advised she is trying to arrange guest speakers for this year’s meetings. Keith Brunsdon from Leighton Recreation Centre was unable to attend now but he advised that Adam Coote fitness manager at Warminster Sports Centre may be willing to come in his place. Adam is keen to attend and will be at the next meeting on the 5th June. POD have expressed an interest and will be attending in September. In December BMI Healthcare will attend. • SC asked if members had any other ideas for future presentations. Topics suggested included: The importance of Bowel Cancer Screening General screening programmes and what’s available Transport links Carers and how to support them Dementia and dementia awareness. • SC advised the practice will be introducing Blood 	<p>SC</p> <p>SC</p>

	<p>Pressure checking machines in the waiting room sometime this year and would like volunteers to help show patients how to use them. Please add your name to the list if you are able to help.</p> <ul style="list-style-type: none"> • DB advised that she had received a text regarding smoking status but there was no easy way to respond. MD advised that NJOG is still being looked into and will update as soon as he can. • JP asked why the POD number is a premium rate number, it is extremely difficult to get through to and very expensive. MS advised that it was a local rate number. VM advised not to call in the mornings as they are busier times but has managed to get through when she has rung in the afternoon. <p>Date of next meeting Tuesday 5th June at WHHC at 6.30pm.</p>	<p>MD MS SC</p> <p>MD</p>
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