

Minutes of the 2nd Annual General Meeting of the Baslow Health Centre Patient Participation Group held at 8.45pm on Tuesday 14th May, 2013.

Present

Patients:

Jane Buckham
Barbara Dyson
Mary Hampton
John Lambert
Ann McPhie
Gordon McPhie
Keith Maslen (Chair/Minuting Secretary)
Richard Powell
Julia Warne
Lorna Wilson

Staff:

Karl Rex (Practice Manager)

1. Appointment of Tellers

There was no need for the appointment of tellers there being no more candidates than committee member vacancies

2. Apologies for Absence

Liz Henderson
Gerry Key

3. Adoption of the minutes of the 1st AGM held on 27th March 2012

The Minutes were adopted as a true record. Prop. Richard Powell sec. John Lambert

4. Matters arising from the minutes of the 1st AGM

It was noted by some that the PPG had not achieved most of the targets as set out in the minutes. No bank account had been set up, there was no newsletter, there had been no increase in the promotion of the PPGs existence and its role and many felt that the PPG was ticking boxes set by the Department of Health. Keith Maslen stated that there were several mitigating circumstances as to why the past year had been disappointing but it was not all doom and gloom. There were areas of progress and several small improvements had been made as would become clear in the Annual Report.

5. Annual report

Keith Maslen reported a mixed year when the PPG committee lost 1 Chairman, 2 Vice Chairpersons and 2 Membership Secretaries. This was in part due to the change of extended hours arrangement, moving the Saturday extended hours to Monday morning and evening, forcing PPG meetings to Tuesday. Family and work commitments, health and other issues brought about several resignations and caused others to miss meetings.

On the positive side the PPG was represented at many meetings associated with the changes in the NHS and with the North Dales Locality Network. Two representatives attended the NAPP Conference in Manchester last May.

Whilst the practice struggled with the four month switchover from EMIS to the new SystemOne computer system and the many meetings in preparation for the changeover from the PCT to the CCG, we managed to achieve the following:

- to get the potholes on the drive filled in and the parking bays marked out.
- two members were involved with the surgery's 'Smoother Patient Journey' staff training session.
- the Issue of patient confidentiality was raised. When the receptionist was talking to patients on the phone the conversation could often be heard by other patients in the waiting room. This issue was dealt with by the practice manager.
- information, making it clear to patients how to log in to the practice website's on line repeat prescription page, was placed on the practice website.
- discussions were had and ideas were put forward with a view to introducing a PPG Newsletter.
- discussions were had concerning the appointment system and a working party is about to be formed.
- a snapshot survey was taken to highlight the good and the not so good things about the practice. Once again the three top items causing dissatisfaction were communication, appointments and parking.
- we organised our 1st public meeting.

6. Treasurer's report

Mary Hampton reported that a bank account had not been set up as yet. The balance in the account was now £324.92p. The only expenditure item for the last financial year was £70 for the attendance of two delegates to the NAPP Conference

7. Election of Committee Members

Keith Maslen proposed that as there were three vacant places on the committee and two candidates available they be re-elected on block. Richard Powell seconded the proposal and Gerry Key and Julia Warne were elected unopposed.

8. Closure of Meeting

The meeting closed at 9.10pm