



# Budleigh Salterton Medical Centre

## Patient Participation Group

### PPG AGM Meeting Minutes 2019

<b>Meeting Date:</b>	Tuesday 7 <sup>th</sup> May 2019	<b>Start Time:</b>	12.00 noon
<b>Location:</b>	Budleigh Hub	<b>End Time:</b>	12.30 pm

<b>Present:</b>	Kathryn Blurton (KB); Peter Frean (PF); David Forward (DF); Robert Harland (RH); Chris Kitson (CK); Sue Lake (SL); Richard Mejzner (RM); Deborah Mitchell (DM); Lynette Oram (LO); Jacqui Ruhlrig (JR); Dr Tania Davis (TD)  Additionally 3 patients attended
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<b>Absent:</b>	Mark McGlade (MM); Michael Rice (MR); Richard Waller (RW); Judy Wright (JW)
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#### 1. Welcome and Apologies.

Apologies had been received from MM, MR, RW and JW.

Each person present introduced themselves.

#### 2. Previous AGM Minutes:

The minutes were agreed to be true and correct in a majority vote.

Please note however, that a member of the public disputed the minutes as he recalls 2 patients being present for the AGM and not 4 as in the meeting minutes.

#### 3. Matters arising from the minutes:

It was raised by one patient that he had concerns over the PPG constitution. As this was not pertaining to the AGM it was advised that this could be brought up in a personal meeting with the practice.

Order was called by the Chairperson following unacceptable name calling and a motion carried to move to the next agenda item.

#### 4. Chairpersons Report:

*"Through regular meetings with members of the Budleigh Salterton GP Practice, the Patient Participation Group continues to actively represent patients in the Budleigh area. It can be difficult to gauge the public mood but the very nature of the PPG is to be out there in the Community and, through every day activities, be on the alert for concerns as well as praise. People are busy and often it is not until they need services from the NHS do they feel able to provide feedback, however, the valuable Friends and Family process gives us very useful insight to patient's perceptions of service. It is patently clear from the Friends & Family responses that the vast majority of local people are very happy with the service they receive and those who are short term visitors compare the Budleigh practice service very favourably with that which they receive in other areas of the country. When concerns are raised we can say that the Practice respond promptly and actively to address those concerns. There is no underlying theme to concerns except the long running comments about appointments. In order to ensure that everyone can see a doctor on the day when they need to the process of appointment booking means that it can be harder to plan ahead for appointments. To keep as many appointments free on the day means there are fewer available in the future. There is no silver bullet to solve this and we find, that once people understand why the process is designed this way, they do see the benefits.*

*We live in changing times but the Budleigh Practice continues to give a high level of service, particularly when compared with practices across the country. Overall too Devon GPs demonstrate very good service and have been recognised as leaders in the country.*

*The PPG held a very successful Wine and Cheese evening last September. This event included demonstrations on how to use the defibrillators which are now in public spaces as well as some useful first aid advice. We see these events becoming a regular part of PPG engagement as it is such a useful way for patients to meet surgery staff, learn something to aid their wellbeing and ensure that they know the PPG is there for them.*

*Our quarterly Newsletter continues to be well received, and we get many positive comments about its usefulness.*

*Information Technology is playing an increasing role in supporting our healthcare needs and the use of eConsult is proving to be useful, particularly to younger members of the patient population. Although it is perhaps surprising that there are several octogenarians at the front of this user population! The PPG have been and continue to be regularly consulted on the use of these tools and how best to present them so that they are a useful tool for patients and not just a “gadget”!*

*The PPG also review documents for the Practice, such as letters, prior to their use. We find that our comments and suggestions are well received and acted upon. There is an increasing NHS focus on PPGs and they are actively supported and guided by the NHS and also the National Association for Patient Participation. In the future we will be hearing more about Primary Care Networks which are currently being established. These aim to make best use of available resources by increased sharing and communications between local practices. As the PCNs develop your PPG will keep abreast of developments and make sure that patients are aware of what is happening.*

*Sue Lake, Chairperson”*

## **5. Election and Re-Election of the Committee:**

The Chairperson asked if there is a proposer and a seconder to support the following persons to serve on the committee. They have been co-opted as members at previous committee meetings. JW was unable to attend but has forwarded her intention to stand as a committee member prior to the AGM.

David Forward

Proposer: Chris Kitson  
Secunder: Deborah Mitchell

Jacqui Ruhlig

Proposer: Lynette Oram  
Secunder: Sue Lake

Judy Wright

Proposer: Kathryn Blurton  
Secunder: Robert Harland

The following committee members have been on the committee for 3 years and have agreed to be re-elected and continue to serve on the committee. The Chairperson asked if there is a proposer and a seconder to support the following persons continue to service on the committee.

Mark McGlade

Proposer: Robert Harland  
Secunder: Chris Kitson

Lynette Oram

Proposer: Richard Mejzner  
Secunder: Sue Lake

Michael Rice

Proposer: Sue Lake  
Secunder: Peter Freat

Richard Waller  
Proposer: Chris Kitson  
Seconder: Kathryn Blurton

Peter Frean, Robert Harland and Chris Kitson will stay on the PPG Committee for a further year.

**6. Appointment of Chairman, Vice Chairman and Secretary for 2018/2019:**

The Chairperson asked if there is a proposer and a seconder to support the following appointments:

Chairperson: Sue Lake  
Proposer: Lynette Oram – who voiced SL has given excellent leadership for the PPG  
Seconder: Peter Frean

Vice Chair: David Forward  
Proposer: Lynette Oram  
Seconder: Chris Kitson

Secretary: Deborah Mitchell  
Proposer: Sue Lake  
Seconder: Chris Kitson

**7. Any Other Business:**

Thanks to the PPG for their support to the practice was given by RM and TD with a special mention to SL for her leadership of the PPG.

A patient personally wanted to thank the practice for the excellent service she had received as a patient and that she was always able to get an appointment on the day. She was also grateful for her daughter who has a complicated health history and who was seen at the end of a Friday as a temporary resident and received great care.

**8. Next AGM Meeting:** May 2020 – date to be arranged.