



**IVY GROVE SURGERY
PATIENT GROUP
REARRANGED ANNUAL GENERAL MEETING
Thursday 31 March 2016**

Attendees:

Mike Ingham (MI)	Chair
Irene Parry (IP)	Vice Chair
Mike Ganly (MG)	Secretary
Dr Wong (DrW)	Practice Doctor
Charmagne Stephenson (CS)	Practice Manager
Janette Cavanagh (JCC)	Assistant Practice Manager
Yvonne Price (YP)	
Wendy Hardy (WH)	
June Coleman (JC)	
Paul Tonks (PT)	

Apologies:

Liz Parkes (LP)
Gill Mather (GM)
Ann Robey (AR)
Mary Burgin (MB)
Betty Moore (BM)

The meeting was preceded by a presentation from SDCCG Lay Representative Jo Smith who is responsible for patient and public involvement. Members were invited to email Jo jmksmith111@gmail.com with any SDCCG matters/questions they may have following her presentation.

Action: All

Election/reelection of officers

MI reelected as Chair unopposed.
IP -do- as Vice Chair unopposed.
See outstanding actions for position of secretary and treasurer

Outstanding Actions as at 31 March 2016

PG Patient Survey

All matters relating to this action are now resolved.

Action: Complete

Newsletter

DrW now preparing the next Newsletter. The sub group will arrange for an

article to be prepared for the subsequent edition (ie the one following the publication DrW is currently preparing).

**Action: MI/IP/GM/WH/
LP/YP**

JCC will arrange for a reminder to be placed in future Newsletters of future PG meetings.

Action: JCC

Treasurer (see election/reelection of officers above)

MG has obtained a bank mandate amendment form from Lloyds Bank to advise them of new signatories for the bank account. This has been passed to MI together with the paying in book, chequebook, petty cash etc. pending a decision on the role of Treasurer. The Group has been without a Treasurer since Jean Pass had to resign from the position for family reasons so it is not possible to provide a definitive balance of the financial position. However, it is believed that the only transaction over the last two years has been for the purchase of flowers (£30) for Dr Newport's retirement. The best estimate, therefore of the funds held by the Group is £142.50 including petty cash (Bank A/C £112.10 + petty cash £30.40) see attached s/s detailing position as at 26/2/14.

Action: MI/IP

Secretary (see election/reelection of officers above)

As discussed previously this role is to be rotated on a monthly basis. MG will document the issues from the AGM and prepare the agenda for April's meeting and responsibility for April will be decided at the April meeting.

Action: ALL

Carers day

JCC is to write to all carers on the practice records to advise them of this monthly facility.

Action: JCC

Patient online access to records

Online access to patient records is now switched on. This will eventually allow patients to access their medical records online but they must apply to obtain access. However, due to the sensitive and confidential nature of the information, work needs to be done by the practice to ensure no inappropriate data is disclosed. This requires coding to be developed and until this is done the facility will not be available to patients. DrW will keep the group informed.

Action: DrW

Over 65's event

- Will run from 2 – 6pm on 18 May. Posters have been prepared which need a small amendment and will then be issued to volunteers to distribute. Details of the event are on the website and prescriptions. Letters publicising the day and seeking involvement have been sent by the practice to various organisations, many of who have committed themselves.

The PG have been asked to consider which charity they wish to benefit from any funds raised.

▪ **Action: All**

- The PG will decide who will attend the event on behalf of the PG at the next meeting but in the meantime the volunteers will have a further meeting with JCC prior to the event that JCC will arrange with IP.

**Action: JCC/YP/LP/IP/
GM/WH**

Patient experience

The additional complaints' MI has been sent to MI. It will be decided at April's meeting whether the group want to review this with the April – October 2015 list of complaints (of which there were only 14, which is excellent in view of the number of consultations) to consider whether they can involve themselves in an attempt to further improve the patient experience.

Action: All

Late Night Opening

Due to commence 4 May. Therefore, May's PG meeting will be Wednesday 25 May. Arrangements are in place to ensure all communications detailing future meetings will be amended accordingly e.g. prescriptions, Newsletter, Notice Board, All Things Local etc.

Action: All

Advertisements

- Being placed for a new permanent doctor, and temporary doctor from July/early August to cover for maternity leave. CS will update.

Also for a new receptionist to replace existing team member leaving in the summer. CS will update.

Action: CS

- **Patient Information screen**

Being replaced by utilising funds available from CCG. CS will update.

Action: CS

Frantic Families (FF)

Decided that WH will contact FF to see if they are able to provide a piece for the Newsletter.

Action: WH

Additional information

DrW informed the group:

- Due to unprecedented demand there have been problems with online appointments. This will hopefully resolve itself as demand decreases. This highlights the issue of patients considering carefully whether their need to see a doctor is really necessary.

- Drs. Simon Francis and Riva Greer are to be made partners w.e.f. 1 April.
- Reminders to patients of making one appointment for one problem are to be included on the website, posters, doors etc.
- There are still matters to be resolved relating to the CQC inspection with which the practice are dealing. Additionally MI has written to Prof. Field of the CQC supporting the practice in their attempt to achieve an outstanding status.

Date of Next meeting: 7pm, Thursday 28 April 2016