**Northgate Participation Practice Group**

**AGM**

**Minutes of our meeting held on Wednesday 25th September 2024**

**Attendees**

Louise Platt - Chair

Amy Jose - Practice Manager

Mary Burns, Mary Evans, Ela Hardisty, Ann Harrison, Lynne Ingram & Val Davies

**Welcome and Apologies**

Louise welcomed all members and went through apologies of which there were a lot for this meeting. Apologies sent from; Sylvia Bailey, Janet Jukes, Dorothy Barrell, Danny Newey, Bal Bassi, Roger Corbett, Julia Greenhough, Angela Luik and Jacqui Taylor.

**Welcome**

Minutes, notes and matters from the last meeting were discussed as follows:

New Telephone system; new system is now in place and working very well. Feedback is good from patients. A few members have used the new system and found it a lot better.

DNA’s; a member of admin is now monitoring patients who did not attend their appointments and letters are being sent in accordance with the practice policy. LP will discuss at next meeting suggestions for preventing so many missed appointments.

Flu & Covid clinics are filling up now and we are more or less staffed with volunteers. AJ thanked everyone who supports as it really does make the clinics flow with ease.

RSV vaccines; we have had a good uptake in the first month. Not booking any through October as we focus on the Flu & Covid vaccines. Patients aged 75-79 and pregnant women from 28 weeks can book appointments from November.

Awareness events; Lynne and Ella held a Lymphoma awareness event which was well attended. Excellent feedback from patients. Will discuss more events as an agenda item in the meeting.

**AGM Election of Officers**

Our official AGM was held and positions of Chair, Vice Chair and Note Taker were carried out. As there were a lot of apologies but still 8 in attendance, everyone at the meeting agreed that anyone here can stand for a position and only votes from those in attendance would stand.

Louise was happy to stand as Chair for another year and received 7 votes. No one in attendance wished to stand for this position.

Sylvia had offered to carry on as vice chair. Val offered to stand for this position and received 7 votes.

Janet was happy to carry on as note take and as no else put themselves up for this role received 7 votes.

We also read through and discussed the PPG Constitution, Ground Rules and Terms of Reference. Slight changes were made. The group back in 2021 was referred to as Patient Representative Group but is now called Patient Participation Group. Reference to the CCG was made which is now the ICB (Integrated Care Board). AJ to make changes and circulate new copies to all members. The surgery website will also be updated with these documents.

**Practice Update**

No staffing updates.

DNA’s discussed from previous minutes and this seems to be working well. Hopeful it will reduce the amount of patients who miss appointments. DNA data for October and November will not be published due to the Flu & Covid clinics. Patients are not marked as arrived for the big clinics and could show as a DNA which is inaccurate.

**Future Events**

Lynne and Ella held the Lymphoma awareness morning. Lots of patients stopped to speak with them and took leaflets. This was a great success and well done to Lynne and Ella for organising. Lynne sent some photographs of the table to Lymphoma Action and they was impressed with our work.

We agreed that holding these awareness events every month would be very beneficial for patients and mean that the group are very proactive. The health visitor room is not always available unless we book in advance but the table for leaflets can be put up anytime in the surgery reception area. It worked well on this occasion.

A list of awareness days/months to be obtained for discussion at our next meeting. It would be good for different members to volunteer organising the monthly events, obtaining leaflets, booklets and posters and holding the awareness event. Ella suggested we put some more planning into the next ones as the lymphoma happened very quickly. Discussions to be held around which patients we invite in, advertisement on website and social media in advance etc.

Mental Health awareness day is on the 10th October 2024. AJ to ask if the health visitor room is available on the 18th October for us to hold a coffee morning for anyone wishing to come in for a chat. We have avoided the 10th October as there is a flu clinic running on that day.

29th October is Stroke awareness day. Members would like to hold and event for this.

Ella is interested in holding an event about Cholesterol and will look at this for November.

**AOB**

It has been mentioned at previous meetings about other members of the practice attending meetings. AJ asked what the purpose would be of a nurse of GP attending to make sure it was beneficial to them. Kelly one of the receptionists attended previously to talk about the difficulties of working on reception especially with difficult patients. AJ to arrange a member of practice staff attending a future meeting.

Lynne has kindly offered to look into supporting with a surgery newsletter. It would be good to have a quarterly newsletter to keep patients updated with things going on at the surgery. The layout would be the same we would just change the information each quarter. LI will liaise with AJ about this.

AJ to check when the last patient survey was carried out and arrange for the next one to be done as and when required.

**Date of next meeting;** **Wednesday 18Th December 2024**

**5pm-5.30pm (Brief Meeting)**

**5.30-6.30 Christmas get together. Amy to provide food**