



**Patients' Voices – The Garden City Practice
Meeting 14 – Tuesday 12 January 2016
Annual General Meeting**

In attendance: Dr Archdeacon, Dr Nury, Sarah Ellingworth, David Ball, Tony Baird, Martin Norman, Suzanne Meenan, Janet Gibson

Apologies: Rox Schultz, Robert Frost, Tony Powell

16.01 Welcome and membership

The Chair, David Ball, welcomed everyone to the 2nd Annual General Meeting of Patients' Voices.

16.02 Chair's Report

DB reflected on the year and reported that membership had changed throughout the year, welcoming new members and acknowledging with thanks the work of those who had resigned their membership.

Patients' Voices now has 8 active members plus Practice staff and is considered to be a viable and productive group, although new members are always welcome. Membership of other local patient groups was known to be higher but DB thanked the membership for their hard work during the year. Particular mention was made of specific working groups such as those on:

Healthy Lifestyles which is in ongoing group

Unplanned Admissions which has been wound up as the performance for the Practice has improved considerably with regard to hospital admissions and thus has achieved its objectives.

Flu clinics – these saw 100s of patients being introduced to Patients' Voices members and also receiving guidance on the use of the surgery blood pressure machines.

MN suggested raising the profile of the availability of flu jabs via the Facebook page (which has subsequently been done).

DB recognised the value of the public face of Patients' Voices which last year (its first year) achieved its aim of producing a constitution, terms of reference and code of conduct.

DB reported that the external representation of the group was high profile and it is considered to be a very professional group by the Patient Commissioning Group. Members of Patients' Voices attend many local meetings, the Borough Council working group, local events and health walks. An individual is now sought for the Patient Quality Network.

DB extended his thanks to all involved from the patient group and practice staff.

16.03 Practice Manager's Report

Sarah Ellingworth gave a summary of the year from the perspective of the Practice. Key issues raised were:

- There has been a very positive uptake of the health checks.
- Dementia support – this has also been rolled out successfully with a good uptake of the services offered by the Dementia Support Worker, who is supported by the Alzheimers Society.
- Patient feedback from questionnaires sent directly to patients by the NHS rank the practice highly.
- From the Friends and Family test, 96% of those who responded would recommend the practice.
- Formal thanks from the practice to Patients' Voices for their support and endorsing the work of the group in accordance with the constitution.
- The Practice has expressed interest in the property at 22 Parkway and is currently in discussion with NHS England and local Councillors.

16.04 Election of Vice-Chair

SE took the chair for this agenda item. Tony Baird had been nominated by David Ball and seconded by Janet Gibson. The group and practice staff endorsed this election and welcomed Tony to his role as Vice-Chair.

16.05 Action plan

DB reported that the focus for 2016 would be to establish a virtual group. This would consist of patient members who could not commit to attending meetings or working on projects but who were keen to assist, for example, with feedback on patients' views. The meeting, attended by DB and JG, with practice staff and GPs in December 2015 had confirmed this target. A sub-group of Patients' Voices members will work on this with the aim to have made progress by summer 2016.

16.06 Questions/Answers

Suzanne Meenan asked for details of the Rapid Response Unit mentioned in the practice report. SE advised that this is a social/community/primary health care arrangement with a view to responding to patients within 60 minutes to offer care at home for conditions such as catheters/I/V medication, thus avoiding the need for hospital admission. This is a new service, manned by nurses, physios and paramedics and it is hoped to be operational by February/March 2016.

MN offered, endorsed by DB, any practical help from Patients' Voices members to practice staff, where appropriate.

16.07 Date of next AGM

Tuesday 10 January 2017