Note of PPG AGM – 16th January 2024

Attendance

Chair – Pam Reader, Secretary – Clare Shepherd

Eleanor Judge, Kathleen Sutton, Hazel Bulcock, Malcolm Burton, Emma Hayton, Mike Palin, Martin Elgie, Mark Bennett (Dyneley House Surgery)

Apologies – Judith Benjamin

The minutes of the previous AGM were agreed as an accurate record – proposed by Chair and seconded by Martin Elgie.

It was agreed at the previous AGM that in future there would be five meetings a year of the PPG in addition to the AGM.

**Nominations for officers**

Malcolm Burton was appointed as Chair of the PPG, Pam Reader offered to support Malcolm in this new role but she will not have a formal role in the PPG.

Clare Shepherd stood down as secretary – in future secretarial support will be provided by Dyneley House Surgery.

**PPG Committee members**

Kathleen Sutton resigned from the committee and was thanked for her contribution. All other present members agreed to continue. Judith Benjamin had also indicated that she wished to continue.

**PPG workplan for 2024**

MB set out that the key three challenges facing the practice are extending the building, telephone access and staff turnover. It was agreed that the PPG would support with a patient survey at a later point in the year gauging patient’s views of the building in order to build evidence in support of improvements or expansion. They would also look to provide training on the use of PATCHS for patients, following a model used at Grange Park Surgery. Pam Reader will contact the PPG Chair at Grange and will liaise with Mark and Joanna to put in a small grant bid to Craven Communities Together Small Grant Scheme.

**Other business**

Some concerns were raised about medication reviews and delays in receiving prescriptions. There was praise for the high quality service provided by Awais Ramzan. MB agreed to look into the text message that is sent to book medication reviews to ensure that it is clear that patients need to speak to reception to book an appointment and not to select the prescribing admin team. MB clarified that blood tests for hospital appointments are carried out at the hospital and not in the surgery.

Members of the PPG offered to be ‘guinea pig patients’ for medical students at DHS.

Next meeting dates

Committee meeting – 19th March 2024

AGM – 21st January 2025