



## Notes of the AGM – Thursday 26.09.19

### 10 am – Pattern Hall

**Present:** Shirley Polmounter (SP) (Vice Chair); Ros Atkinson (RA); Margaret Phillips (MP); John Biles (JB); Alan Orme (AO); June Godfrey (JG); Jackie Bull (JB); Chris Harlow (CH); Lyn Whittington (LW); Shirley Williams (SW); Amanda Jones (AJ)

**In attendance:** Bridget Sampson (BS), SAHC Managing Partner; Anita Howard (AH) - SAHC - Note-taker.

**Apologies:** Sandra Francis; Terry Thornicroft; Chrissy Knight.

**1: Welcome:** SP welcomed everyone and opened the AGM. SP expressed how much work Sandra does and how she is missed whilst she is recuperating. Sandra expressed thanks via SP for everyone helping recently.

**2: Treasurer Report:** CK was unable to attend the meeting but sent a report that the bank balance is currently £5192.32 which includes the £2K donation at a recent flu clinic. BS spoke to the lady who donated the £2K who was very happy to donate it in recognition of the care for her late husband and for herself. She would be delighted if the money would be spent on a portable ECG machine which is needed for home visits and does cost about £2K - she will be happy to attend a presentation for this in due course.

**3: Election of Officers:** SP suggested that the committee be elected en-bloc - all were happy with this. Sandra was voted back as Chair, and SP as vice-chair.

This ended the AGM part of the meeting.

**4: Notes of The Last Meeting:** The notes were agreed with the amendment that Jonathan Childs is Finance and Facilities Manager rather than Prescribing Partner.

**5: Matters Arising:** Will be dealt with in the report from BS.

**6: Report From Managing Partner:** BS explained that we have been doing some work about admissions and ED attendances. We are trying to work on why patients attend ED when it is not appropriate, especially as we are open until 8pm. There is a meeting next week which RCHT and SWAST are attending to look at a snapshot of these attendances to check whether they were appropriate or not. ED now have posters in the department advising patients that we are open 8 am to 8 pm weekdays , to try to re-direct them.

BS reported that the trial of a new phone system has been working well. We are hoping that the new system will be installed before Christmas. This will enable Doctors to call from home if they wish to, and for them to have dedicated direct-dial internal numbers to them whatever site they are at. There will also be a call-board displaying the number of calls waiting and the wait time. The phones will be able to be answered from any of the SAHC sites. It should inform callers of estimated wait time when they ring in.

JB mentioned that there is still a perception that people cannot get an appointment. However this is because people are still trying to see their favoured doctor, so that when people hear this they assume it is a general problem, rather than it being that patient waiting longer because they wish to see their favoured doctor. There is a need to try and educate patients about this. The practice knows that the 5 day wait is not what patients want, and we are looking into giving patients a set period of time in which they will receive a call back (eg Wednesday before 12). Appointments are available, but there will be a longer wait if patients wish to see a particular doctor.

Wheal Northey reception re-design plans have been drawn up and funds have been sorted. There will be 4 reception desks, which will be lower than the current ones. The carpet will be renewed as well and there will be mirrors behind the reception desks which will hopefully be an aid to stop aggressive patients. The work will be disruptive but it will be worth it.

BS announced that she will be retiring at the end of March next year and an advert is due to go out soon. She will be staying on to do some separate project work and will mentor her replacement before she leaves. There will continue to be a management presence at each PPG meeting.

BS thanked the PPG for supporting the first flu clinic - it was chaos! We tried booking appointments at 1 minute intervals which proved a bit too much; this was not helped by patients turning up early for their appointments. A patient survey was handed out at the clinic, 54% of respondents said that they had seen an improvement over the last 3 years (20% of respondents said not applicable) so we are moving in the right direction. BS will share more results when we have them.

BS reported that we have been nominated for 3 awards:

- NAPC Awards: Practice of the Year & Manager of the Year
- GP Awards: Practice of the Year

BS had 2 messages from Sandra who is still recuperating:

- Dr Taylor and Dr McKay wondered if the PPG would be happy to accept a younger person and her carer as part of the committee. All were in agreement and very happy with this.
- Sandra asked if SP could organise a list of raffle prizes, which SP agreed she would organise.

SP thanked BS for her update and felt the award nominations are down to the amount of work put in by BS, and thanked her for that.

**7: Any Other Business:**

- Flu Clinic 30<sup>th</sup> November: Volunteers are need for this, please let SP how long you are able to do. SP apologised for forgetting the float for the first flu clinic.
- AO wondered if any thought had been given to someone sitting in the waiting rooms with a laptop to show people how to log on to the NHS systems. BS felt this would be a great idea.

SP thanked everyone for attending and closed the meeting at 11.45 am.

**Date of Next Meeting: Thursday 24<sup>th</sup> October**