

RICHMOND MEDICAL CENTRE PATIENT PARTICIPTION GROUP
MINUTES OF ANNUAL GENERAL MEETING
WEDNESDAY 29th SEPTEMBER 2021
7pm at NORTH HYKEHAM MEMORIAL HALL

1. Introduction by Chair

Members and representatives of the Practice were welcomed and thanked for their attendance

2. To receive apologies for absence

CH

3. Annual Report

3a) Chair's Report:

Welcome to our first AGM. We commenced our Patient Participation Group in July 2019 enrolling 12 members representing the patients of Richmond Medical Centre. In April 2020 Crossroads joined the practice and we were pleased to welcome DS onto the committee. However, for various reasons, we are now down to 6 in total and are therefore looking to recruit new members. If any patient attending today's meeting would have an interest in becoming a member of the PPG, would they make this known to a member of the committee at the end of this meeting. The group continues to be affiliated to NAPP, The National Association of Patient Participation, which is the body which oversees and advises patient participation groups and provides a monthly newsletter. One of the group's first adopted suggestion was to provide a noticeboard in the waiting room and then the placement of a comments/compliments/complaints 'post box' in the reception area, the suggestions from this has always been a source of ideas and discussion at our meetings but due to the pandemic the box has had to be temporarily removed. We had a representative from Healthwatch join one of our meetings to inform and advise us on the resources available. During March 2020 we conducted our first patient survey on appointments and produced a correlation with the Mori 2019 survey. The results were fed back to the practice and a copy of the results is available on the practice website. With the arrival of the pandemic these results do not reflect the current circumstances. However, a similar Mori poll has been conducted in 2021 which is currently available to download. During 2020/21 it has been time of significant challenges for the practice and the PPG, we have continued with committee meetings using Zoom, but we have been restricted on developing some of our planned campaigns. However, we have been working behind the scenes. We have had Zoom meetings with NHS officers and been involved with the NAPP forums. We have developed a Virtual Patient Participation group which currently consists of 22 members, and we are looking to increase the numbers to over 100. This will give us a further platform to hear the voice of patients and their carers, be useful for practice/patient surveys and to escalate information. 450 leaflets promoting the PPG were distributed at one of the vaccination clinics, posters were designed with useful contact numbers for patients and placed in the Hykeham Gazette and in the Grapevine. Further communications have been promoted on the Hykeham Community Facebook page. Aims for the future are increasing PPG membership, increasing the number of virtual members, and developing a group called Friends of the PPG who support the Core Committee by organizing health awareness

campaigns and fund-raising events. Hopefully we will soon be able to have face to face contact with patients and arrange some events. We have a survey ready to be sent out after approval from the practice. It has been a pleasure to serve the PPG, as I stand down from the position of Chair, I would like to thank the committee for their help and support and in particular our hard-working secretary DH and Vice Chair DS who is also the virtual co-ordinator for her work in helping set up the group. We also say goodbye to TB and thank him for his support and contribution. I also thank RS and the practice for their help and assistance.

3b) Financial Report:

£523.06 held by Practice in PPG Account. Sole expenditure for the year being £14.00 on leaflets distributed at Covid Vaccination Centre.

3c) Practice Report by Dr M Thornton:

The past couple of years have been difficult through demand and practice. This has been replicated throughout Lincolnshire. We have adapted and have been able to employ through other areas. Positively the joining of the two practices has worked well with the integration of practice teams. The phones have been reorganised and staff doubled but responding is limited by available space. Covid Vaccination Clinics have been successful and now the Practice is organising flu clinics. The past half year has been particularly hard with Covid related staff absence, working from home and lack of resources although we are doing what we can according to available resources. Even though we are running at 100% and staff are exhausted we continue to make sensible decisions. We are struggling with space and with 18000 patients the future expansion of buildings has been reduced to a small single storey extension. Patients may in the future be referred to another surgery for specialist treatment. It has been a mixed year and a hard time for health care, but the team has worked hard. We will work together with the PPG to develop, and problem solve.

4. The PPG's Terms of Reference

Reviewed and no changes

5. Officers for the Year 2021/2022

Chair: DS

Vice-Chair: RH

Secretary: DH

Finance: DH

Current Committee Members: CH, GF, MM

6. AOB

DS thanked GB for her time on the Core Committee first as Vice-Chair and then as Chair.

7. Date of Next Meeting

Wednesday 7th September 2022 at 7pm

Signed:

Date: