Minutes of PPG AGM meeting 21st November 2024

Meeting started at 6-30pm at Eden Surgeries Hatfield Heath.

Agenda:

Annual report from the Chair.

Electing Chair for the coming year.

General update from the Practice Manager.

Any other business.

List of attendees: Debbie Love, Alec Love,

It has been a very successful year with a lot being achieved.

Peter had been very supportive all year and has responded positively to any questions or observations raised during the year at meetings.

Doctor Astbury gave a talk and took questions at one of our PPG meetings which was well received.

Alison from pharmacy gave a talk followed by discussion and this was also well received by the group.

Mike Allen along with Peter arranged a very successful men’s health evening, attendance was 25 plus. The event was presented by Doctor Cole and was well received with good interaction from the group. The feedback has been very positive. We hope to have similar evenings for both men’s health and women’s health in the coming year.

NHS app training session was held at the village hall for patients. This event was supported by the PPG and presented by Lucy Lewis and members of the Surgery staff. We hope to present another session in the coming year.

Vaccination clinics were also a great success with an ever increasing efficiency which has been positively noted by patients attending. The PPG have become an active part in supporting these clinics and enjoyed working alongside the staff at Eden Surgeries.

There were concerns raised by some members of the PPG regarding attitude from some reception staff. Peter and Donna looked into this and reported back that they had looked into this and reported this had been dealt with and hopefully had resolved the issue.

There were concerns also raised in relation to medication not being synchronised.

Peter is working on a list of staff and their roles which will be distributed once completed. Hopefully this will assist in patients being more aware of the roles of staff at the Surgery and their individual areas of expertise which we hope will give a better understanding of the services available for those using the Surgery.

The Surgery and PPG have encouraged use of Chemist’s where appropriate. This can be very helpful in the treatment of minor ailments.

Figures saw an increase in Did Not Attend for appointments (DNA). The Surgery staff continue work on this and consider options to addressing this. The PPG support the Surgery and discuss potential solutions to resolve this matter.

The waiting area has been decorated, with seating more appropriate for use in the Surgery.

We look forward to seeing pictures on the walls to help create a more welcoming environment for patients.

The Surgery held a successful MacMillan fund raiser. Events like these will help to build good relationships between the Surgery and the local community. The PPG support the surgery in relation to events like this and are happy to support where we can.

Matters discussed for the future include:

Clive Emmit from UCAN attending a PPG meeting. Consideration of PPG sub groups to research and work on specific topics relating to the patient health and Surgery matters.

Education via initiatives like Women’s Health presentations, Men’s Health presentations, Mental Health presentations for consideration by the Surgery and PPG.

Dates and times on Surgery Website to be updated.

Possible security camera for the Surgery car park area.

Debbie to set up a PPG desk in the Surgery waiting area date and time TBA.

In relation to the coming year the group voted to elect a Chair, Vice Chair and Secretary.

Debbie Love elected as chair.

Mark Lemon elected as Vice Chair.

Alec Love elected as Secretary.

Next PPG meeting 20th February 2025.