**SOVEREIGN PRACTICE PPG**

**MINUTES OF FIRST ANNUAL GENERAL MEETING**

held at Princes Park Health Centre

on 12th March 2019

PRESENT: **Chair** Patricia Palmer,

 Roger Dine, Ellen Laye, Monica Mottram,

Committee members: Susan Chell, Barry Hatcher, Keith Ogden,

 Rosann Miller, John Hardy

 and in attendance was Dee Spencer (CQC)

 and Jacky Moffatt (Practice Office Manager)

Apologies: Pat Veal

1. Patricia welcomed everyone to the meeting and a copy of her welcome is attached for all to read.
2. The constitution was explained and a copy was available. It was suggested it be adopted until the next AGM when it would be clearer what it should contain. Roger formally adopted and Ellen seconded. It was then signed.
3. Election of officers.Patricia said that no applications had been received and asked the meeting to formally approve the re-election of the 10 officers elected on the same basis for a further year - proposed by Patricia and seconded by John. UNANIMOUS.
4. Any other business. Mrs Helen McNeil (a newly registered patient) raised a question regarding the appointment system and it was agreed that an e-mail regarding this be sent to Patricia for discussion at the April meeting and she would be contacted after the meeting. Agreed by all.

Another patient raised the matter of Patricia’s statement that following our 2018 survey, changes had been implemented. Roger retrieved the PPG update that had been displayed on the PPG notice board and Patricia read out the changes. The patient mentioned that she was still having problems. Patricia stated that a further survey was intended for later this year, once the changes had been given a chance to make a difference (or not).

1. Date of next FULL PPG meeting – 9th April, 10.am.
2. MEETING closed at 12.48 pm

Signed.......................................................... (Chair)

Date..........12th March 2019 …..

**CHAIRMAN’S WELCOME**

**SOVEREIGN PRACTICE**

**AGM**

**Held at Princes Park Health Centre**

**At 12.30 pm on 12 March 2019**

Welcome, Ladies and Gentlemen, to the first AGM of the Sovereign Practice Patients’ Participation Group which was formed at the beginning of 2018.

We are a group of 10 patients who work voluntarily together to represent the views of the 15,000 plus patients registered at Sovereign Practice.

So, how do we find out those views? Last June we carried out our own survey, asking for patients’ views of the telephone appointments system. After collating all the replies, we met with Practice staff to talk about the responses. At the beginning of this year significant changes were made to introduce a better experience for patients when making appointments.

We also have an e-mail account and a Facebook page where patients can contact us, to ask for information and to give us their views. We have a noticeboard in the waiting area where we publicise results of our work and also future PPG events. Some patients prefer to be part of our Virtual Group, receiving information from the main group and giving us their views by e-mail. New members are always welcome! We publish a quarterly newsletter to keep you updated on our events.

Last year we also co-hosted the Macmillan Cancer fundraising coffee morning, supported practice staff at the ‘Flu clinics and held a week long PPG Awareness Week where we introduced ourselves to patients. During that week we hosted an event where patients could chat informally with other health services.

In future, we hope to extend our contact with a wider number of patients by holding regular drop-in cafes, offering free refreshments and the chance to chat to various health professionals in an informal atmosphere. We hope patients will come for a cuppa, meet up with each other and seek advice on those topics that are of interest to them and their families.

Our next drop-in will be on Monday afternoon 01 April 2019 in this meeting room. Please come and join us! We will be interested to hear your views, have a chat and find out which topics you’d like us to feature at future events.

On behalf of the PPG, I thank the Sovereign Practice staff for their support over the past year and hope to make the acquaintance of more patients in the coming year. We are here to listen to everyone’s views so please get in touch!

My thanks, too, to my fellow group members who give their time to the PPG cause – working together to understand the needs of all patients.

Lastly, thank you to all who have taken an interest in our group.

*Patricia Palmer*

*Chair – Sovereign Practice PPG*

*12 March 2019*