

**MINUTES OF THE HEDGES PATIENT REPRESENTATIVE GROUP
ANNUAL GENERAL MEETING**

MONDAY 30th November 2015

Welcome and Introductions

1) Present

Kim-Marshal-Nicols, Gloria Anderson, Kath Lovell, Helen Collinson, Doreen Deacon, Ann Bishop

2) Apologies

Ann Herald, Carol Shelley, Lynda Brown

3) Annual Report of Achievements (Kim Marshal-Nicols –Chair)

Kim Marshal-Nicols gave a report from the year – **see Appendix A**.
Carole Jasilek thanked the group on behalf of the practice for all its hard work over the year. The report will be presented to the GPs at the practice meeting as well as being put on the patient group notice board.

4) Financial Report (Kath Lovell – Treasurer)

Kath Lovell presented the financial report – **see Appendix B**

5) Election of Officers

a) Chair

Nominee: Kim Marshal- Nicols
Nominator: Gloria Anderson
Secunder: Helen Collinson

Kim Marshal- Nicols was elected unopposed

b) Vice-Chair/Secretary

Nominee: Gloria Anderson
Nominator: Kim Marshal-Nicols
Secunder: Doreen Deacon

Gloria Anderson was elected unopposed

c) Treasurer

Nominee: Kath Lovell
Nominator: Ann Bishop
Secunder: Doreen Deacon

Kath Lovell was elected unopposed

Carole thanked all three officers for their invaluable contributions over the year.

6) Q & A session with Dr Bailey: Do Not Resuscitate Forms

It was agreed to postpone this until the next ordinary meeting

7) Friends and Family Test

Carole gave a report on the Friends and Family Test. **See Appendix C**

8) AOB

a) Carole reported that Dr Bayford will be leaving the practice on 31st December for family reasons.

b) Kim reported on Enter and View at the Merlyn Vaz centre

c) Kim reported on The Hub service

d) Date of Next Ordinary Meeting

The date of the next ordinary meeting will be **1.45pm on Monday 25th January 2016**

Annual General Meeting 2015

Chair Report

We have had another very busy year and I must say I have enjoyed every minute of my year as your Chair.

News letter

We have produced 3 very successful newsletters and they were very much in demand, although I did miss out on the summer issue due to the death of my Father.

Patient Forum Event

This event was held this year at The Samworth Academy on 24th February, and we helped with the organisation and the Admin on the night. The theme was "Question Time" with very prominent guests, such as the CEO of UHL (University Hospitals' of Leicestershire) Leicester City Health Watch, Local City Councillors, and CCG Executive (Clinical Commissioning Group) etc; it was most enjoyable for local People to ask the panel some very posing questions to the people in charge of our Health & Wellbeing.

Guidance Sessions

We have held approx 20 sessions with at least 5 people helped, into more community activities.

Action Plan for the Surgery

We have had input into our Surgery with the following;

Disability Access
Reception Area
Guidance sessions
Medical Equipment.

Meetings Attended

We are attendees' all of Leicester City's Health and wellbeing boards, University Hospitals of Leicester, Health watch, Leicester City Patient Forum, & Clinical Commissioning Groups as well as the meetings that spring up from nowhere! Basically anything to do with our Health & Wellbeing, we have been there.

Equipment Funded

We have bought with our funds this year a Medical cool bag for members of the practice to deliver injections etc, mobile screens for privacy of Patients when taken ill in the waiting area, also a mural for the Children's area, which we recently put up ourselves.

Cont'd

SSAFTA Awards

3 Members attended the Awards evening and received Certificates and awards on behalf of all our team.

Sharing Information

We are actively helping with the Better Care Together plan for Leicester City Health & Wellbeing, which is shaping the health of us all from birth to death.

Dementia Friends

I undertook training as a Dementia Friends Champion and trained all our Group to become Dementia Friends, enabling them to wear the Dementia Friends Pin.

Enter & View

I have undertaken training to become a member of Leicester City Enter & View team, we visit and report on all services to do with Health.

Fundraising for Others

This year we decided to fundraise for Alzheimer's by holding a coffee morning, it was also the National Patient Groups awareness week, we raised £100. and also thanks to Kath Loyal we now have permanent bunting, we had a stand at the Community centres Christmas fair and raised £110.

NAPP Conferences

2 members attended the NAPP conference in Cambridgeshire this was funded by the Doctors' and managed to learn and do some networking.

Flu Clinics

We helped out at both Flu clinics this year, I must say that we all really enjoy helping out and meeting so many of our patients all in 1 morning! On the last one we decided to run a small Health Fair as well this proved very popular with you all, and we hope to do one again next year.

Friends & Family Test

Group members have been active in handing out the friends & family cards and assisted where needed this has resulted so far at approx 250+ replies,

Recruiting

We have recruited 3 new members and as always are looking for more!

APPENDIX B – FINANCE REPORT

	<u>INCOME</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>BANK</u>
	£	£	£	
Balance Brought Forward	257.75			
Float £19.30			257.75	238.45
08/12/14 Xmas Fundraiser/Donation	195.00		452.75	433.45
12/02/15 100003 Clamshell Thermal Carry Bag		182.52		250.93
Float £19.30			270.23	
03/07/15 Coffee Morning/Paid into bank	135.00		405.23	385.93
Float £11.50				
06/06/15 100004 NAPP Conference K M-Nichol		66.00	339.23	319.93
Float £11.50				
12/08/15 Cash	49.29		388.52	369.22
10/09/15 The Hedges M.C NAPP fee	66.00		454.52	435.22
10/09/15 Alzheimers Society		100.00	354.52	335.22
20/10/15 Screen for surgery		238.80	115.72	96.42
Float £19.30			115.72	96.42
CURRENT BALANCE @ 30/11/2015			£115.72	

I CERTIFY THIS DOCUMENT
IS A TRUE RECORD



A. Swanlock

21/11/15

APPENDIX C

Friends and Family Test Review

Friends and Family Test January to October 2015

319 Responses

305 Paper

14 On line

In answer to the question :

How likely are you to recommend our service to friends and family if they needed similar care or treatment?

Extremely likely	176
Likely	119
Neither likely or unlikely	12
Unlikely	4
Extremely unlikely	4

Over 9 months between 93 and 100% of respondents stated that they would recommend the surgery.

Comments:

Some difficulty in getting appointments from workers. However, comments included that appointments were better since extended hours

Some about the length of time waiting for appointments when in the practice.

One comment was that the appointments were no good, that the receptionists were rude, that the doctors don't care and that it took 6 years to get extended hours.

However, overwhelmingly comments were positive and included the words: polite, friendly, courteous, caring, clean, fantastic doctors, helpful receptionists, always giving time, much better than previous practice.