**Abbey Medical Group PPG Annual General Meeting Minutes**

**Tues 19th March– Venue Blidworth Surgery & Via Zoom.**

**Present:** *Val Simnett (VS)Secretary & Deputy Chair; Margaret Staples (MS); April Tynegate (AT) (Operations Manager) Frances Chater (FC) (Practice Manager) Cllr Tina Thompson (TT)*

**Present by Zoom meeting: *-*** Alison Hardman (AH) (Health Improvement Officer N&S District Council) Sue Stott Community Relations Officer (SS) Jackie Hewlett-Davis (JH) (N&S CVS) Gilly Hagan (GH)

**Apologies:*****-*** *Carol Feltham (CF) (Chair) Chris Munton (CM)*

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1. In the absence of the Chair CF, VS welcomed everyone and introduced herself as the Vice Chair of the group. Introductions and apologies were made. Tina Thompson was welcomed as a new member of the group.
2. VS confirmed that as the AGM, it was required to reaffirm and approve the current Chairing and Deputy arrangements which had been agreed following the stepping down of the previous Chair JH in September 2023. All present approved the new arrangements.
3. There followed an informative presentation by Sam Smith Practice Nurse, who summarised key aspects of her day to day role. She detailed that her days begin at 7.30am when she sees her first patients and the significant challenges in meeting the requirement to undertake almost 6000 annual reviews for patients with complex health needs (totalling almost 50% of the practice population) and the 6 monthly reviews for the 1,100 diabetic patients. Smear tests and the vaccination programme for children and adults also take up a significant part of the role. Sam also undertakes mental health reviews for almost 100 patients who have complex mental health needs. Sam works alongside two other part time nurses a nursing associate, two health care assistants (one part time) and two part time phlebotomists.

Members were afforded the opportunity to ask questions and there were discussions about the phlebotomy and vaccination programmes.

VS thanked Sam, acknowledging that her presentation had given a valuable insight into the role of the practice nurse.

1. Minutes from the previous meeting were reviewed and agreed as accurate. Actions were completed with exceptions discussed as follows: -
   * VS to contact Oak Tree Lane Medical Centre to review dementia friendly arrangements and feedback to the group as appropriate.
   * FC to include PPG representative involvement in Patient Surveys as required.
   * Following discussion in relation to managing funding for the Memory Group, JH confirmed that the group had originally been set up several years ago at the instigation of the PPG resulting in funding being managed through the PPG finances. However, it was questioned whether it now remained appropriate for funding for the group to be held and managed by the GP Practice. SS confirmed that she oversees a funding stream for the District Council and there may be an opportunity to integrate and manage the Memory Group funds via this pot.

**Action – SS and JH-D to link outside the meeting to discuss potential for Memory Group funding. Outcome of discussions and plans to be shared at the next meeting.**

* FC confirmed that the issue of automatic prescriptions being renewed following annual reviews should be resolved following the implementation of the new system in April.

1. The draft Terms of Reference were considered. VS summarised that she, CF and FC had revised the document from the National Patients Association to reflect the needs of AMG. Members requested the following amendments: -
   * Point 1.5 The issue of fundraising although a valuable resource, at this time was not realistic until more members were enrolled onto the Committee, therefore the wording to be amended to offer flexibility around this.
   * Point 2.2 to be amended to ensure clarification between the Committee members and the wider PPG members

The Group approved the document pending the amendments. To be reviewed in 1 year.

1. FC gave an update of key issues for AMG. The MMR catch up campaign is currently a priority in view of the emergence of cases of childhood measles.

Blood testing remains a challenge due to the high volume of demand. Links are now being sent to patients allowing them to book their own appointments online, and attempts have been made to reduce appointment slots from 10 minutes to 5 minutes to increase capacity. However, this has not been fully successful and is under review.

The annual practice funding uplift has been 2% which has resulted in significant challenges maintaining services in view of the increase in the national minimum wage, and the lack of funding in line with inflation year on year. FC is keen for patients to understand the difficulties faced to maintain the quality of services. JH confirmed that these challenges are faced across the health system both primary and secondary care and are resulting in redundancies and job cuts.

The new system “Acurex” is now live, allowing patients to request appointments, results repeat prescriptions etc via the AMC website between 7.30 and 10.00am. This is already having an impact on reducing demand on telephone lines. This system will be expanded in the future following an evaluation of success. There is an overhaul underway to improve the appointments system which although in the early stages is hoped to streamline the process and improve patient experience.

AH asked whether the public are using the NHS app and FC confirmed that 55% of patients are registered on the app.

1. The Group discussed how to increase representation on the PPG Committee and make it more reflective of the local community. VS confirmed that there had been responses to the advertisements in the Ravenshead Newsletter and Blidworth News expressing interest in the group but requesting meetings in the evenings to allow attendance by working age people or parents of young children. The group agreed that this was important to improve access to meetings and it was agreed that twice a year, meetings would be held in the evenings. Publicity for these meetings could be circulated on CVS websites and via local community groups.

**Action – VS to produce a flyer promoting the next meeting in the evening in June. Advert to be circulated to members for distribution as required.**

JH asked whether the banner advertising the group could be mobilised more effectively at meetings of local groups, specifically a planned meeting in May “Blidworth Together,” where members of several local groups would be present. It was agreed that the banner currently on display in the practice could be used for such purposes.

SS offered to seek to mobilise interested young people involved in the CVS “Golden Thread” and recruit interested volunteers.

1. GH confirmed that CF had displayed the PPG banner at the Oak Tree Lane MSK event in Feb. Two successful events across Newark and Sherwood had reached over 300 people who had had access to a range of health, voluntary and local authority staff and services. Another such event is planned in the summer. The MSK group is developing a booklet and DVD for people with fibromyalgia.

JH updated that the Memory Group monthly “I am a Writer” sessions are highly successful. Sessions are being filmed, giving families lasting memories of their loved ones memories and family histories.

AH reported that there is a Domiciliary Dental Service providing home visits to housebound patients

**Action – AH to send FC details of the Domiciliary Dental Servie**

GH shared the details of the planned Springfest Afternoon Tea on Mon 25th March for vulnerable people next week at the Community Church. GH also confirmed that she had joined Sherwood Forest Hospital Comms Team as Patient Improvement Lead.

1. The next meeting was agreed for Tues 18th June 18.00hrs