

## **AGM of Romney House Patient Participation Group**

**Held on Thursday 9 May 2013 at 7.30 p.m. at the Dolphins Hall, Tetbury**

### **Chairman's Report**

Thank you all for coming. It's a known fact that members of groups often do not attend the AGM of the organisations to which they belong because they find them long, dull and boring and nothing but self-congratulation and a list of thanks to various people. I trust you will not feel this way about this, the second AGM of the Patient Participation Group since its inauguration eighteen months ago, and I sincerely hope that lively discussion will follow.

Last AGM I reported that we had set up a steering committee, drawn up terms of reference and held a patient survey to which the practice had responded. The AGM endorsed the committee and put forward one other member, Julie Brown, who has sadly had to drop out in the course of the year, as have three other committee members. One of whom, Steve Picken, was the member who did so much work on last year's survey and presented it to the AGM. The second, Penny Williams, a fount of wisdom and local knowledge, and the third, Estelle St John Smith, was able to voice the views of patients with young families. Like Steve, they too are greatly missed and our thanks goes to them for the contribution they made. Not only have we lost these committee members but three others have been quite poorly for extended periods during the year and another is currently giving considerable help to Tetbury Church during the period between incumbents. But, on the bright side, very recently, Pauline Foster who has many skills, has joined the committee. So, all in all, it has been a tough year for the PPG but we have, nevertheless, continued to work tirelessly to promote co-operation and strengthen communication between the practice, its patients and the wider community for the benefit of all. And, if anyone wants to join the committee there will be an opportunity to put yourself forward later in the meeting – so don't be shy. You're needed and you'll be very welcome!

With the exception of August and December the committee have met monthly and the current meeting venue is the back room of the Snooty Fox Hotel. All committee members have signed a confidentiality agreement which we drew up. Where possible we have answered patients questions and raised with the practice a number of patient queries, we've undertaken a second patient survey, to which the practice have responded – which is the next item on the agenda - and held a Diabetic Forum from which a self-help group for diabetic patients and their carers has been set up. Much of the hard work to get this off the ground has been undertaken by Sally Woolley to whom we are greatly indebted. We are doing much the same for patients with cardiac problems and the inaugural meeting for this group is at Christ Church Hall on Tuesday 14 May. John Bannister is our co-ordinator for this project. So, if any of you have cardiac problems, have a relative or friend who has or are a carer for someone with cardiac issues, please do come along. John is also the keeper of our membership records which is an essential, but unenviable, task. So, a big 'thank you', goes to both John and Sally. Last year you asked us also to consider hosting a respiratory forum and this is next on our 'to do' list.

The projects we take forward and the issues raised about the practice are those brought to our attention by both PPG members and patients who have not yet signed up to membership – perhaps they think that they will be asked to do something if they do! However, membership is open to all practice patients and costs nothing and you can be as active or inactive as you like so please do encourage others to join. Membership ensures that you are kept informed of what is going on and a thriving patient group will ensure that everyone gets the best out of the practice.

Although the vast majority of patients were last year, and remain this year, very satisfied by the way the practice looks after them and the services provided, there are issues which have been raised and during the year we have centred on the following: information available to patients on several different fronts, the surgery appointments system, waiting times and car parking. These were all areas of concern raised in last year's survey, and, despite efforts made by the surgery, they continue to cause concern in this year's survey and, disappointingly, to date, satisfactory outcomes have not been achieved in all areas although progress is being made for which we are grateful. It should be noted that, although car parking remains a major problem, the car park does not belong to the surgery and that other residents of Romney House have the right to park in it. Also parking cannot be extended to right under the cedar tree because the tree has a preservation order on it which precludes parking on its roots. David Pearsall did a great job imputing all the raw data from the patient survey forms and producing the results and Linda Woolley is going to talk through these results and our survey report next and then the surgery will present its response and action plan. Paper copies are available here and in the surgery and also on line.

During the course of the year Dr Walsh retired. He offered much support to the group so he's both missed for his tireless dedication as a doctor and also for his help in getting the PPG off the ground. At the end of October we are to lose Dr Kirby who is retiring. Again, after so many years of service to the practice she, also, will be sadly missed by many patients and we offer both of them our thanks and good wishes for a long and happy retirement. Not only have we had much support throughout the year from the doctors but also from the rest of the staff and in particular Ian Wallis, the practice manager. The NHS is in the process of being reorganised yet again and this has taken up much of the practice staff's time and energy especially since Dr Gerald is one of the leading people in the 'commissioning' process for the area. In addition to the commissioning of services, the Care Quality Commission - a completely different body - now has GP Surgeries, as well as hospitals, under its wing. This has increased pressure on the surgery staff to provide excellence in all areas according to the Commission's requirements and the paper work alone for this is very time consuming.

The PPG remains committed to the task of fulfilling its aims as set out in the terms of reference and is thankful to the surgery staff for their support, to members for their help in conducting the survey and patients for their interest in the group and for raising issues both personally and through taking part in the patient survey. My personal thanks goes out to all the aforementioned and to members of the committee who have been so supportive and taken on so many tasks, especially David and Linda, without whom I would have sunk without trace.

Paper copies of this report are available at this meeting and in the surgery. Everything will also be available on line through the practice website [www.romneyhousesurgery.co.uk](http://www.romneyhousesurgery.co.uk) then by following the links.

Alison Hesketh Chairman RHPPG 9 May 2013