

**ANNUAL GENERAL MEETING**  
Riverside and Tower House PPG

Date:  
Monday 21<sup>st</sup> January 2019

Time:  
6.30pm

Venue:  
Riverside Surgery  
Bovey Tracey

**PRESENT:**

Present:  
Michael Benson (Chair), Rob Wallace (Vice-chair), Amanda Coleridge (Secretary/Practice Manager), Dr Paul Russell, Sally Titchener, Anne Broom, Pamela Tuckett, Ray Street, Richard Smith, Pattie Jewett, Sheila Woodhouse, Bridget Pander.

**APOLOGIES:**

Apologies were received from Maureen Birrell.

Item:	Subject:	Action:
1.	Michael, the Chairman, offered a warm welcome to all those present.	
2.	<p><b>Chairman's Report:</b></p> <p>Michael explained the purpose of the PPG was to support the practice, the doctors and the staff and work collaboratively to improve services and facilities for patients. Members of this Group also attended external meetings to engage with the CCG and other local practices.</p> <p>Michael thanked all members of the Core Group for their support over the past three years during his time as Chair and would be standing down after this meeting. In particular he thanked Sally for attending the external meetings, Ray for his work in producing our Patient Newsletter, Anne as our proof reader, Rod as Vice-chair and Amanda as Secretary and Jade for admin and Facebook support. He also expressed his thanks to Dr Russell and all the partners for engaging honestly and openly with the PPG, for listening and for taking their ideas forward or explaining why it was not possible. On behalf of the group he wished thanks to be passed on to all the staff who work so hard to meet the needs of our patients with limited resources.</p> <p>Michael went on to report on the two main achievements of the PPG this year.</p>	

	<p>Firstly, the automated doors into the Tower House Surgery in Chudleigh. This makes access from outside through to the waiting room much easier. Many people have contributed to the success of this project, the practice and NHS England contributed financially and with their expertise. The Friends of Bovey Tracey League of Friends also made a generous donation. It's worth putting on the record how much the help from all parties is appreciated. It has made access to the Tower House Surgery much easier for many people.</p> <p>Another longstanding project is at last bearing fruit. A group from the Alzheimer's Society had visited both surgeries to conduct a walkthrough looking at the surgeries from the point of view of someone who might have dementia or Alzheimer's disease. Feedback is then given so that the practice can understand what seems to be working well and if there are any things that can be improved. We are also arranging for someone from The Ness Centre, a dementia day care facility, to attend one of our Core Group Meetings.</p> <p>The NHS is under pressure to do more for less and Michael shared with the group W Edward Deming's philosophy for quality improvement as food for thought.</p>	
3.	<p>Election of Officers:</p> <p><b>Chair</b> Pam Tuckett was nominated for Chair, endorsed by Ray Street and Jane Mather.</p> <p><b>Vice-Chair</b> Rod Wallace was nominated for Vice-Chair, endorsed by Michael Benson and Pam Tuckett.</p> <p><b>Secretary</b> Amanda Coleridge was nominated for Secretary, endorsed by Pam Tuckett and Jane Mather.</p> <p>There being no other nominations they were all elected.</p>	
4.	<p>Pam was welcomed as the new Chair and Rod gave a vote of thanks to Michael for all his time, energy and enthusiasm over the past three years as Chair.</p>	
5.	<p>The Chairman thanked those for attending and the meeting closed at 7.00pm.</p>	

Signed:..... Chair

Date: .....