

ANNUAL GENERAL MEETING
Riverside and Tower House PPG

Date:
Monday 30th January 2017

Time:
6.30pm

Venue:
Riverside Surgery, Bovey Tracey

PRESENT:

Core Group:

Michael Benson (Chair), Rob Wallace (Vice-chair), Amanda Coleridge (Secretary/Practice Manager)
Rob Dixon, Pamela Tuckett, Sally Titchener, Rachael Cameron, Alana Gunbie, Fiona Halstead, Patrick
Stock, John Northcott, Dr Liam Kinsella.

There were 6 patients present (as per the attendance record)

Jo Curtis, Patient Engagement Lead for South Devon and Torbay CCG.

APOLOGIES:

Apologies were received from 6 members & patients.

Item:	Subject:	Action:
1.	<p>Michael, the Chairman, offered a warm welcome to all those present.</p> <p>Michal acknowledged there was a lot of information starting to come through about the reorganization of community services in our area and whilst the AGM would not be focusing on this, patients were invited to share their views with Jo Curtis after the meeting.</p>	
2.	<p>Chairman's Report:</p> <p>What a PPG is and does</p> <ul style="list-style-type: none"> In a typical core group meeting we review feedback to help the practice identify what is working well and what needs improvement and feed that back. All is followed up and acted upon. Examples include the purchase of chair risers for the waiting room, and changes to the practice nurse waiting area. We meet about every 5 weeks or so and in between meetings we have working parties following up on a particular piece of work, e.g. car parking or developing Facebook. <p>Following a patient comment, it was explained the relationship between the practice and PPG is very much a collaborative approach. The practice values the input from</p>	

	<p>the PPG and our feedback directly influences change and improvement to patient services. Occasionally it is not possible to follow up our suggestions for reason of funding or practicality and the practice will feed this back to us. A PPG representative also attends the Newton Abbot Locality PPG Forum to have a voice in the development of patient services at locality level.</p> <p>Main things we have done this year</p> <ul style="list-style-type: none"> • During 9 meetings of the Core Group we have reviewed feedback and made suggestions for improvement, welcomed speakers to help inform our work from Medical Research, Wellbeing Coordinators, and CCG Officers. • We have produced three patient leaflets (available on the practice website or at the surgery) about: <ul style="list-style-type: none"> ○ PPG - How can you become involved ○ Local Medical Services in our area - alternatives to a doctors appointment ○ What to do if you are unwell and getting an appointment • Established a Facebook page to promote healthy living and listing local events • Attended locality meetings to make sure our PPG is aware of and contributes to the wider issues being worked on in the area. • All of this is recorded in our minutes which are available on the practice website. <p>What is to come</p> <ul style="list-style-type: none"> • We are actually a group of patients ourselves, who operate as critical friends of the Practice. I think that in the near future we should plan to raise our public profile and perhaps have a presence in the waiting room i.e. be available for interaction with patients but NOT a receiver of complaints. • Our focus in the coming year will be on the 5 areas of activity identified by The New Economics Foundation to promote wellbeing and we have a sub- group currently working on some community events to raise awareness. 	
3.	<p>5 a day for Mental Wellbeing – Michael explained the five areas as identified by the New Economics Foundation as having a positive impact on wellbeing.</p> <ul style="list-style-type: none"> • Connect...With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich 	

	<p>you every day.</p> <ul style="list-style-type: none"> • Be active...Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness. • Take notice...Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you appreciate what matters to you. • Give to others...Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you. • Keep learning...Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun. 	
4.	<p>Election of Officers:</p> <p>Chair As there were no other nominations for Chair Michael Benson was re-elected, endorsed by Rob Dixon and Pamela Tuckett.</p> <p>Vice-Chair As there were no other nominations for Vice-Chair Rod Wallace was re-elected, endorsed by Rob Dixon and Pamela Tuckett.</p> <p>Secretary As there were no other nominations for Secretary Amanda Coleridge was re-elected, endorsed by Michael Benson and Pamela Tuckett</p>	
5.	<p>The Chairman thanked those for attending and the meeting closed at 7.30pm.</p>	

Signed:..... Chair

Date: