

## **WOODCOTE MEDICAL PATIENT PARTICIPATION GROUP**

### **Annual General Meeting Tuesday 13 March 2018 at Foxley Lane Surgery, Purley.**

Chair (Jeff Cunliffe) welcomed all present asked the question: What is the PPG? Directed the members & other attendees to the boards in the surgeries and on the Practice website. There was also an appeal for members to join the committee.

#### **Chair's Review of the Year**

The PPG had worked with the Practice staff to organise events such as this evening on Mental Health: in September there was a public meeting on the Signs & Symptoms of Cancer which followed one on Skin Cancer and Skin Conditions last March. Previous sessions had covered: Dementia; Back pain; Diabetes; Healthy Living; and First Aid - with both external and Practice speakers.

We meet 3 or 4 times a year as a group with the Practice staff and the Chair attended a number of PPG Network Meetings where representatives of the various PPG's in Croydon compare notes.

The PPG has assisted at and helped the smooth operation of the flu clinics in both surgeries and been involved in discussions on numerous topics including: -

- The online smoking questionnaire; text appointment reminder system;
- The process for advising patients of late running appointments (check-in screens, wipe boards and verbal);
- The level of missed appointments;
- Whether the maximum number of online appointments per patient should be increased or whether nursing / phlebotomy appointments should be excluded;
- Whether TV screens should be utilised in both surgeries;
- Checked on computer data system back-up frequency following a cyber-attack;
- The introduction of 20-minutes appointments for complex patients;
- Review patient feedback (the comments' boxes) of a non-medical nature;
- Blood test invitations should state the reason;
- Early input and rejection of online prescription requests;
- Input into the requirement of the telephone system;
- PPG Awareness Week - and hope to do a lot more this June!

#### **Election of Officers**

Although all three office holders were prepared to continue in their roles, as they had all served 3+ years this had to be approved by the AGM. There were no objections and the following were nominated, seconded and re-elected for a further 12 months: -

- Chair - Jeff Cunliffe;
- Deputy Chair - Tony Hazeldine;
- Secretary - Mark Gardiner.

#### **Election of Committee Members**

There were no nominations advised, and as the committee was not at maximum membership the following volunteers to join the committee were accepted without the need for election: -

- Jean Biggs;
- Jonathan Weller.

#### **Any Other Business**

Question regarding the possibility of a new surgery at Coulsdon was raised. Dr. Khan commented that the Practice would have to submit a bid against other practices and had very little information from the Council at this stage. PPG will follow up at our regular meetings.

Mark Gardiner 2 April 2018