

Dishley Grange Patients' Group

**Annual General Meeting – 19th April 2012
7.00pm – Maxwell Drive Surgery**

Present:

Peter Boulton
Ann Bullock
Jerry Bullock
Mike Clancy
Joyce Hughes
Elizabeth Leggat
Dave Neville
John Onsworth
Val Onsworth
Jack Read
Kathy Read
Greta Sankey

Drs Saund and Williams and Karen Pearce (Practice Manager) represented the Practice.

1. Introduction and Welcome

Dr Williams welcomed those attending the first Annual General Meeting (AGM) of the Patients' Group and referred to the way in which the setting up of the Group had come about. She had taken over from Dr Singh, following his retirement, as the lead doctor working with the group. She referred to the timetable of events involved in getting the Group established and thanked members of the group of patients that had been involved in reaching the stage where the Patients' Group could be properly constituted, including Jerry Bullock for his work as Co-ordinator.

2. Establishing the Patients Group

Jerry Bullock addressed the meeting on the work that had been undertaken to date. At an early meeting of the working party, he had been appointed as Co-ordinator to progress matters to the Group's inaugural AGM. He referred to the fact that since August the working group had:

- formulated a draft constitution;
- worked with the Practice on introducing the website – including the Patients' Group's section of the site;
- drawn-up an initial work programme for the new committee when appointed;
- worked with the Practice in formulating the Patients' Survey questionnaire;
- settled arrangements for this first AGM including the various forms of publicity that had been used to generate interest in the Group;
- worked with the Practice on the initial findings of the Patient Survey, including helping to identify which items might be treated as priorities;
- started the process of liaising with other Patients' Groups locally.

He referred to the fact that the work to date had been a mixture of dealing with administrative issues to establish the new Group as well as some involvement in issues which directly affected

patients and the Practice. He expressed the view that Group should now be able to focus much more on patient-centred issues.

He thanked Kathy Read, John Onsworth, Peter Boulton, Mike Clancy and Dave Neville for their willing and helpful contributions to the Group's work. He expressed thanks too to Dr Singh, Dr Williams and Karen Pearce for their input on behalf of the Practice. He commented on the fact that all three had been very open about issues under discussion and willing to consider change when issues had been raised. He considered those to be essential for the successful operation of a Patients' Group.

With the agreement of the meeting Jerry Bullock chaired the meeting up to and including item 5A on the agenda (Appointment of Chair).

3. Apologies for Absence

Apologies for absence had been received from Michael Forster.

4. Adoption of Constitution

A draft constitution which had been prepared by the working party was submitted for approval and for adoption as the Group's constitution.

Reference was made to the fact that the approach to the constitution had been one of ensuring an appropriate level of democracy within its operation but without requiring a lengthy document or complex procedures. The Group's objectives expressed within the draft constitution emphasised the need for the Group's engagement with the Practice to be constructive at all times.

A slight amendment was required to clause 6. of the draft constitution as a consequence of the working group's decision to extend, from 14 days to 28 days, the notice period for general meetings to consider any future changes to the constitution.

AGREED that the submitted draft constitution be approved and adopted as the Group's constitution subject to the period referred to in clause 6 being amended from 21 days to 35 days. A copy of the approved constitution is attached to these minutes as Appendix A.

5. Appointment of Officers

A. Chair

Nominations had been received from Peter Boulton and Greta Sankey.

Greta referred to Peter's previous involvement with the Group and indicated that she considered it would be more appropriate for him to be Chair for the year ahead. She withdrew her nomination.

AGREED that Peter Boulton be appointed Chair of the Group until the next AGM.

Peter Boulton took the Chair. In doing so, he referred to the need for communication between the Committee and patients and with other Patients Groups to be focussed upon. In the ensuing discussion it was suggested that the informing, educating and empowering of patients would be important, to the effectiveness of the Group. The Liaison Officer from the West Leicestershire Commissioning Group was identified as someone the Committee might wish to engage with to help in developing this work.

AGREED that the issue of Communication and the possible involvement of the Liaison Officer of the West Leicestershire Commissioning Group be included on the agenda of the next meeting of the Committee.

B. Vice-chair

Nominations had been received from Peter Boulton, Jerry Bullock and Greta Sankey. In view of Peter's appointment as Chair, his nomination was no longer valid. Jerry withdrew his nomination, as his nomination as Secretary had effectively become the only valid nomination for that role.

AGREED that Greta Sankey be appointed Vice-chair of the Group until the next AGM.

C. Secretary

Nominations had been received from Peter Boulton and Jerry Bullock. In view of Peter's appointment as Chair, his nomination was no longer valid.

AGREED that Jerry Bullock be appointed Secretary of the Group until the next AGM.

D. Treasurer

No nominations had been received for the role. At present the Group had no funds of its own and there was no immediate problem with the position remaining vacant in the short-term. The Practice had agreed to deal with any financial transactions that may occur in the intervening period. It would be a matter for the Group's Committee to deal with at a future meeting.

6. Appointment of Committee Members

Nominations for appointment to the Group's Committee had been received from Peter Boulton, Jerry Bullock, Mike Clancy, Martin Dudley, Michael Forster, John Onsworth, Kathy Read and Greta Sankey.

In view of the appointments made in minutes 5A-C above, the nominations of Peter, Greta and Jerry were no longer valid.

AGREED

1. that Mike Clancy, Martin Dudley, Michael Forster, John Onsworth and Kathy Read be appointed members of the Committee until the next AGM;
2. that the Committee be authorised to fill the remaining vacancy.

7. Date of First Meeting of the Committee

AGREED that the first meeting of the Committee be held at 7.00pm on Thursday 24th May 2012 at Maxwell Drive Surgery.

8. Patients Survey – Action Plan

Dr Saund addressed the meeting on the key messages arising from the Patients Survey which had been undertaken in early 2012 following consultation with the Patients' Group. In total, 205 completed questionnaires had been received from the Practice's 6,500 patients. That rate of return compared favourably with other practices in the area but the aim would be to increase the return rate over time and that was an issue to be considered again with the Patients' Group in advance of the next survey.

He presented some of the key findings from the survey and confirmed that these had been published on the Practice's website. Most of the findings had been very positive. An action plan had been developed to address those comments which had contained some concerns and this had also been published on the website. A copy of the Action Plan is attached to these minutes as Appendix B.

Arising from discussion of the findings, views were expressed:

- (i) that the present arrangements for telling patients the results of tests in surgery reception areas should be reviewed, to ensure an appropriate level of confidentiality; and
- (ii) that the possibility of offering a delivery service from the dispensary at the Hathern surgery should be investigated.

Dr Saund indicated a willingness to review those issues as part of the Action Plan process and for the matters to be discussed further with the Group's Committee.

AGREED that the approach to the issues raised outlined by Dr Saund be endorsed and be considered further by the Group's Committee at a future meeting.