

## GREAT HARWOOD MEDICAL GROUP

### PATIENT PARTICIPATION GROUP (PPG) ANNUAL GENERAL MEETING (AGM)

**Date & Time:** Tuesday 13<sup>th</sup> March 2018

**Venue:** Great Harwood Medical Group

**Present:** Carol O'Brien  
Pauline Quinn  
Sarah Lord  
Beryl Timmins  
Julia Ashworth  
Alan Wilkinson  
Colin Cooper  
Gerald Rostron

**Apologies:** David Cockett  
Kevin Dean  
John Adams

1. Chairman's Welcome.  
In the absence of Yasir Sarah welcomed all members, new and old.
2. Secretary's Yearly Report 17/18.  
Carol presented her yearly report – see attached.  
Carol asked if anyone wanted to take Dr Clarkson up on her offer to look round East Lancs Hospice. Pauline suggested it may be worthwhile postponing until the renovations have been completed later in the year.  
Sarah reported that she was not aware of anyone attending Lianna Champ's Grief Recovery Programme.  
Sarah reported that there had been a couple of recent instances of unacceptable behaviour which had been addressed with the patients concerned.  
New staff are settling in well.  
The Primary Care Network is now established and the member practices are looking at ways of working together.
3. Changes to Terms of Reference.  
Some slight changes were made to the Terms of Reference – see attached.
4. Aims of the Group.  
Alan suggested sending a letter to local care homes and nurseries to try to encourage more people to attend. Carol will draft a letter.
5. Membership of the Group.  
No changes.

6. Activities of the Group.

The group looked at the results of the most recent IPSOS MORI survey which were in the majority encouraging. There were a few areas where the practice scored lower than we would like and the group felt this could be addressed by promoting the services offered to patients. Sarah will prepare an action plan.

7. Meetings of the Group.

It was agreed that meetings would in future commence at 1.30pm on a Tuesday to enable a GP to attend if required. There will be 4 meetings per year. The dates for the remainder of this year are 22<sup>nd</sup> May, 4<sup>th</sup> September and 4<sup>th</sup> December.

8. Organisation of the Group.

It was suggested that as Yasir had not been able to attend any recent meetings that the position of Chair needed to be filled. Pauline kindly offered to take on the role, Carol proposed and Beryl seconded. Carol offered to retain the role of Secretary, this was proposed by Pauline and seconded by Julia. The role of Vice Chair remains vacant with Sarah standing in until it is filled.

The group would like to thank Yasir for his efforts and involvement and hope to see him at future meetings.