**Minutes of PPG AGM held at 18:30 hrs, 25/09/17 at the Surgery**

**Present:** Sheila B, Terry B, Christine T, Dave T, Alison C, , May L, Noreen W, Dr Lakhani, Ina N, Ian C, Jenny W

**Apologies:** Brian OH, Liz J, Ken J, Lynda T, Bill T, Ann H, Pat H,

**Minutes of the last two meetings** - confirmed as a true and accurate reflection of the last AGM. No actions outstanding.

**Welcome and Event update** - Sheila the Chairperson of the PPG opened the Annual General Meeting (AGM) by welcoming all in attendance. Sheila outlined another successful year for the PPG with more meetings already organised and a presence from the PPG will be at the Christmas lights switch on with a stall. Sheila advised that both she and Liz Jones had attended PPG networking meetings for South Charnwood, she outlined these networking events ensured the PPG were sighted on what other PPGs are focusing on and for seeing best practice and sharing of experiences.

Sheila gave an update on the various coffee mornings that had been held by the PPG in the past year and the health walks run by Christine and Dave. She advised the arm chair exercises continue to be popular.

Sheila is proud that the PPG has been in existence for 25 years, being only one of two in its infancy, she outlined that funds raised by the PPG has gone towards equipment for the surgery.

Sheila thanked all in the group for their help and support and looked forwards to a promising 2018.

**Practice update** - May gave a comprehensive update from the surgery perspective. She thanked Sheila and Liz for their involvement in networking at events and thanked all members of the PPG for the hard work and support in helping the PPG to become stronger and stronger each year. She felt immense pleasure to be connected with all on the PPG.

May advised of the CQC Inspection from September 2016, report received April 2017 which outlined outstanding in all categories of caring and a rating overall as good. This was great news for the practice and May wanted to thank all the staff for their hard work in helping the practice attain this rating.

May outlined the refurbishments that had taken place at the surgery and invited attendees of the AGM to see the rooms after the AGM had concluded.

A workforce update was given by May and a staffing update was also given to the group. She outlined a new appointments system and talked about some of the projects that had been worked on and are still being worked upon. These being: Patient engagement, prescribing initiates, research projects, training and the Federation.

May spoke of the challenges for the practice now and in the future these being opening hours particularly early mornings and Thursday afternoons. She outlined the next 12 months brings new staff integration into the team along with other strands of work these being: summary care records, working with other solutions to share best practice, knowledge and skills. National preventing diabetes programme, working with patients enabling them to consider self-help options, developing cross practice working and multi skilling of staff.

May outlined the future brings partnership working with patients and safeguarding to ensure a resilient, sustainable plan for the future is in place whilst maintaining practice standards and professionalism.

Dr Lakhani wanted to thank all on the PPG for all their hard work and support in the past year and welcomed their continued support going forwards. He outlined the practice is still attracting new patients whilst continuing with the current list of patients and therefore the practice continues to grow and evolve in the future. He added that this will bring its own challenges but is committed to the practice remaining and continuing with its high achieving standards.

**Financial report** – Dave ensured all had a copy of the finances which had been audited for the relevant financial year. No questions were raised.

**Election of officers –**

* Chairperson – Sheila Breed (nominated by Christine, seconded by Terry)
* Deputy Chairperson – Liz Jones (nominated by Noreen, seconded by Christine)
* Secretary – Alison Coulton (nominated by Sheila, seconded by Noreen)
* Treasurer – Dave Thompson (nominated by Christine, seconded by Alison)
* Committee members to remain as it currently is.

**Suggestion for future events** – The Christmas lights switch on was discussed and this will be taken forwards in an email to PPG members.

It was decided that discussions on next year’s events be held over and discussed at the next meeting after Christmas on 11/01/18, 18:00 hours at the surgery.

**Any other business** – Dr Lakhani again thanked all members of the PPG for their hard work and also thanked all staff at the surgery for their continued hard work and commitment to ensure the practice was in the best position to continue for the future years.

Alison thanked everyone for attending and their continued support and advised the meeting closed at 19:45 hours.