

**Woodlands Patients Voice  
AGM Meeting Minutes**

**Wednesday 10<sup>th</sup> May 2017**

**Present :** Patients

Mick, David, Kay Y, Michael, Fiona

Practice Representatives

Patricia Brown (Practice Manager and PPG Secretary)

Dr Das (GP)

**Apologies :** Val, Bob, Janet, Ann, Mary, Don, Kay W

**1. Welcome and Introductions**

Mick (Chair) opened the meeting.

**2. Minutes of Meeting – 4<sup>th</sup> May 2016**

Last year's AGM meeting minutes were approved as a true record.

**3. Matters Arising**

Applications for the CCG awards were submitted for both the PPG and Susanna's role in the practice. Susanna received a highly commended award, whilst the PPG award went to Brierley Park in response to their work in the community - such as the walking group and involvement in the annual community Brierley Park annual event.

**4. Annual Report**

Trish had prepared the annual report for 16/17 and this had been distributed to the group prior to the meeting.

Mick felt the report was very positive and shows how embedded the PPG is in the practice. Some members were regularly involved in established activity (such as the annual flu clinic and annual complaints review) and there had been more opportunities where the group were able to support the practice in the past year, culminating in the CQC visit. Whilst the CQC visit was quite a challenge for the practice, the PPG members involved found it really interesting. The inspectors asked members some searching questions and they in turn learned more about the how the practice was managed.

The report highlighted more outward focused activity eg notice board management and speakers at meetings which had added a different dynamic and an insight in to how we the group might develop in the future. One area of this was collaboration with other practice partners, with involvement in a pre-diabetes event with Brierley Park Medical Practice in October and a further joint venture planned with for July. It is hoped the planned self-care event in July would put patients at the centre with a focus on supporting them to manage their own health.

The PPG Best Practice standard was presented at a recent networking event and it was agreed that WPV met all the criteria. A PPG network advertising campaign is planned around increasing membership, particular younger aged patients, in response to this universal issue. The WPV chair will be involved in a newsletter article and a five minute video followed up with a text message. In house, the group plans to look at a recruitment poster campaign in our own Teen Zone.

#### **5. Election of Officers**

Bob was nominated and voted in as Vice Chair, with existing officers remaining in post as follows :- Chair – Mick; Treasurer – Kay Y and Secretary – Trish. A vote of thanks went to Val for her year in office as Vice Chair. Thanks also to Dr Das – her time is much appreciated.

#### **6. Any Other Business**

None

#### **7. Next AGM Meeting : May 2018 – date to be confirmed.**