

**Kiveton Park Primary Care Centre  
Patient Participation Group AGM  
18<sup>th</sup> March 2015**

**Attending: Brian Daniels/Chair, Barry Winterbottom/Treasurer, Keith Emsden, Jean Hirst, Susan Wietscher, Chloe Sarginson, Alicia Higginson, Derek Bulman, Roger Bass, Dorothy Bradley, Steven Bradley, Helen Greer-Waring, Michael Brabbs, Ron Law, Barbara Baker, Paul Simpson, Susan Simpson, Helen Wyatt/CCG Christine Handley, Rebecca Clowes, Marsha Raynes & Dr Derek Say**

**Apologies: Sandra Williams, Marilyn White/Vice Chair**

**Background**

The meeting was opened by Brian Daniels who went through the role of the PPG and how the group supports the surgery in a very difficult time for the NHS. Since the group was formed Brian said that they had met every month with a regular attendance of 10 to 12 patients.

**Achievements for 2014:**

- The group meet regularly with a good number of patients
- Family and Friends Test – the group helped get this started with the Practice which is done on a monthly basis with the help of Susan Wietscher from the PPG. The results were very positive and Helen Wyatt commented that the practice should be very proud of this. Marsha said that the comments were displayed at the surgery and they always tried to improve on any negative comments. She said the practice doesn't always get it right but work on the feedback
- DNA's – Brian said that the group were looking at the number of DNA's at the practice and wanted to stamp this out. Dorothy commented that she didn't think this was possible and had indeed missed appointments herself. There were lots of comments from the group that this couldn't be stopped fully. Marsha explained that approximately 200 appointments a months were being missed every month and that receptionists were now ringing those patients. This wasn't to 'tell the patient off' but more out of concern and that the main reasons for DNA's were that the patient had forgot. It also hopefully gave a reminder to those how regularly missed appointments.
- Engaging with the community – Brian said that the group had conducted their last meeting at Finningley Lodge this had been very successful and they would do this again later in the year. He said they had engaged with the local school (Marsha and Dr Say), Helen Wyatt mentioned a contact for a young person's committee from Health watch. Brian said that he felt this was already being addressed. He also mentioned the Sue Walker Centre had been taken over by Wales School and Marsha said that the surgery would now be doing some of

the childrens groups. He said that the group had also met with the District Nursing team and would continue promoting the group with other organisations. Susan Wietscher mentioned the Networking Group (Rotherham PPG) was a good place to meet other groups. Brian said that he felt we were one of the best groups in Rotherham. He said that he had sent letters for funding for Kiveton Park to Julie Kitalowski, Chair of the CCG and had not had a response and had also sent a letter to Jeremy Hunt. Susan Wietscher said that Julie had been at the last network meeting and had asked for any ideas. Helen Wyatt said that they were changes in April and NHS would be passing things on to the CCG. Dorothy Bradley asked what the CCG was and Helen explained this and said that 8 Rotherham GP's were on this board. Ron Law asked Brian why he was writing to people for money when it was quite clear that there was no money in the NHS and that he shouldn't be doing this. Kiveton was doing a good job and should be left to it. Derek Bulman said that although he had only attended two meetings he felt it was very much a 'talking' rather than 'doing' group. Brian Daniels said that the group had done many things including supporting Dr Wallis in a physical activities day and a carers week.

#### **Plans:**

Brian said he felt there were good plans for the year ahead. Dorothy asked what the plans were. Brian said to continue communicating with the community and making them aware of the PPG. Helen Wyatt said that maybe to enrol more patients into the group, they could concentrate on certain groups such as asthmatics or diabetics and invite them to an interst session and then maybe they would feel like they would like to give something back. Jean Hirst said that this is one of the reasons she joined the group. Brian said that he wanted to slow the group down and concentrate on one thing at a time.

#### **Minutes of last meeting (AGM):**

Barry Winterbottom commented that he was unable to attend the last meeting and had apologised in advance, but this does not appear on the minutes, Becky and Marsha to amend. Keith said that he thought the minutes were true and seconded by Brian.

#### **Election of Officials:**

The group were keen to proceed with the election of officials. Brian started the election process commenting that he would like to continue as Chair. Helen Wyatt said that he shouldn't do the Election of Officials and for Best Practice a neutral person should do this. Brian asked Dr Say to do this and showed him a letter of support from Kevin Barron. Dr Say told the group the positions available on the committee were: **Chair, Vice Chair, Secretary and Treasurer**. He asked if anyone would like to put themselves forward for Chair: Brian Daniels said he would like to do this and Keith Emsden also put himself forward. Dr Say asked if they would like to say anything to the group. Keith Emsden said: 'I see the Chairman as a figure head of the group and that the group would be united all together to support the Practice'. Brian Daniels said: 'that he was now getting in his stride as Chair of the group and would continue to contact the external groups' He also agreed with what

Keith Emsden said. This was put to a vote and the majority vote was for Keith Emsden and Dr Say declared Keith Emsden the new Chair. He welcomed Keith Emsden in his new position and thanked Brian Daniels for his help over the past three years and the group applauded him. Brian Daniels asked Keith Emsden if he was aware of all the correct formats of the group, Keith Emsden said he was and Jean Hirst said it wasn't appropriate at that time. Keith Emsden personally thanked Brian Daniels for all his hard work over the past 3 years. Keith Emsden/Chair then asked the group if anyone would like to take up the position of the Vice Chair. Barry Winterbottom said that although Marilyn White wasn't present at the meeting due to illness, she would be happy to continue with the role. Dorothy Bradley nominated herself. Keith Emsden asked for a show of hands for Dorothy Bradley and Marilyn White, three nominations were given for Marilyn White and four votes for Dorothy Bradley. Keith Emsden welcomed Dorothy Bradley to the group. Barry Winterbottom volunteered himself as Treasurer again and was voted in by all. There were no volunteers for Secretary, but Marsha Raynes offered the services of herself and Becky Clowes who had been doing the job for the past year and said that if at any time anyone would like to take up this role up they would fully support that person.

Keith Emsden closed the meeting and thanked all the patients for attending and said it would be lovely to see them at future meetings. He said that all though he now had the position of Chair the committee members would control the meeting.

The meeting was closed and refreshments served.

\*after the meeting Helen Greer-Waring and Steven Bradley both volunteered their services as secretary during refreshments. Keith Emsden decided that it would be a nice idea to let them do this together\*