



## Ampleforth and Hovingham Surgeries Patient Forum

### Minutes of the AGM held

Monday 6 December 2021, 6-7 pm, Ampleforth Surgery

#### In attendance:

Penny Coldbeck (Practice Manager) PC  
Patricia Kelly (Secretary, Practice Administrator) PK  
Jenny Moreton (Chair) JM  
David Cragg-James DC-J  
Lot Doucet CD  
Penny Dyer PD  
Dianne Grant DG  
Amanda Thompson AT  
Rosalie Wilding RW

#### Introduction to meeting

JM outlined the purpose of the Patient Forum and the reasons that they were initiated by Clinical Commissioning Groups eleven years ago. They provide feedback, opinion and suggestions for both their Surgeries and the Clinical Commissioning Groups (CCG). This information is given by Patient Forum representatives at quarterly meetings of the North Yorkshire CCG Patient Partner Network (PPN) and also at meetings of other Health-related groups.

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| 1 Apologies                      | Malcolm & Doreen French<br>Rachel Speight McGregor   |
| 2 Election of Chair & Vice-Chair | Rachel Speight-McGregor was nominated as Vice-Chair by Penny Dyer and seconded by Lot Doucet. She was duly elected Vice-Chair.<br>Jenny Moreton was nominated by as Chair by Rosalie Wilding and seconded by David Cragg-James. She was duly elected Chair.  |
| 3 Minutes of previous meeting    | The minutes of the previous meeting were accepted as a true record.  |
| 4 Chair's report                 | The Chair's report is attached and was accepted. PD and DG thanked the Chair for her report.   |
| 5 Updates from practice manager  | PC noted that the Physician Associate, Miss Billie Lawson, has applied to be a PA Ambassador for Hull, Coast & Vale. CD asked what the role of a PA was, and PC explained that it is similar to an advanced nurse practitioner, able to see patients on a same-day acute basis, although unable to prescribe, and can triage patients to GP if required. |

- 6 Communication within the patient forum
- PC noted that the General Data Protection Regulations mean that patients must give positive consent to be contacted by the practice, and to join an email list for the patient forum. A consent form for patient forum members to join an email list to share information and ideas among the forum membership will be sent out to members and those who give their consent may be added to a mailing list held by the Chair, only for the purposes of the Patient Forum.
- PC will also make public the names of those members of the patient forum who agree, so that patients may speak to them about the practice.
- CJD asked whether this information could be shared via the website, and PK confirmed that this would be possible, in a patient forum members' section on the website. AT suggested that both an email group and a members' section on the website would be a good option.
- 7 York hospital
- See the attached summary from JM.
- 8 AOB
- Since one member had to leave the meeting early due to hearing problems partially caused by wearing masks under Covid-19 regulations, AT suggested that it would make it easier if the individual person when talking took off their mask temporarily? This of course would depend on the government regulations at the time.
- PD reported that everyone she speaks to says how brilliant the practice is, and that the vaccination clinics in particular have been really well organised. PD added that the volunteers feel very valued and part of the team.
- DG noted that the whole practice feels more responsive to patients than other practices she has experience of.
- CJD noted that she had very good feedback from patients who had moved practices and were very happy to be at Ampleforth practice.
- 9 Date of next meeting
- The next meeting will take place on Thursday 10 March 2022. at 6pm.