**Wrythe Green Surgery Patient Participation Group**

**Minutes of the 4th Annual General Meeting**

**Tuesday 6th March 2018**

1. Present: Debbie Williams and 10 patients + 2 observers who are setting up another surgery’s PPG.
2. Apologies  
   2 apologies for absence were received (AB, MH)
3. Minutes of the last AGM  
   The Minutes were agreed as a true record of the meeting and signed.

There were no matters arising.

1. Chairman’s Annual Report

DN thanked the PPG members for their help and support over the last year and the Surgery staff for their continued support of the PPG, with DW attending PPG meetings and reporting on current surgery activities and updates.

PS and AS now help DN so that this PPG is always represented at PRG meetings.

At the request of the surgery staff, DN organised a rota for pairs of PPG members to help with directing patients to the next room available during the busy flu injections week in September. This was much appreciated.

The PPG agreed that we would not continue to subscribe to NAPP.

PS was thanked for producing PPG newsletters regularly over the last year which have been published on the Surgery’s website with printed copies available at the Surgery Reception desk.

Speakers were invited to give short talks at the beginning of most PPG meetings over the year, including from the Stroke Association, Sutton Carers Centre, and the Pace-Up Research trial which involved some patients at this surgery.

The PPG has expressed appreciation to the GPs who now provide some earlier appointments on weekdays.

This surgery was also the first of the Sutton Hubs for providing “out of hours” appointments during evenings and weekends.

Everyone thanked DN for all her work as Chairman of the PPG.

1. Election of Officers  
    The current officers agreed to stand for re-election. There were no other nominations, so they were duly elected.

Chairman: DN Secretary: JB Newsletter Editor: PS

1. GP Practice Update

DW reported that text message reminders are sent out for previously booked appointments.

The central phone number for Hub out of hours appointments or to make a cancellation during weekends (8 am - 8 pm) is 07578 813838. Pre-booked appointments can be made at the Surgery Reception desk during normal surgery opening hours (Monday – Friday, 8 am – 8 pm.)

DW reported that there are now nearly 15,000 patients at the surgery and gave an update on new staff.

Midwife appointments at this surgery will now be for 20 minutes with a GP or a midwife from St. Helier Hospital. Electronic records will be kept.

A door will be installed between the front and rear of the Receptionists area.

An update on (minor) complaints was given and DW said that all phone calls are recorded which helps her to resolve any issues with patients and staff.

DW asked for feedback for any improvements needed at the surgery.

Online services and wifi will be available soon, so this will involve the use of mobile phones in the waiting room.

Some funding has been obtained towards the cost of replacing the front door to be sliding for easier use by patients.

1. Pharmacy2U

DN expressed concern about this online pharmacy’s advertising methods. Some PPG members thought that this could be an increasingly useful service for some people.

1. Proposed Speakers for the next 2 PPG Meetings

It was decided to ask a speaker from the Pain Clinic and a speaker from Guys and St. Thomas’ Hospital about research at this surgery. DW will enquire.

1. Any Other Business

Carshalton Beeches Wellbeing Group for over 50s was advertised.

The PRG will contact all Pharmacies and ask for 3 representatives to attend PRG meetings.

Feedback was given from PPG members who had helped to try out a potential new surgery website.

Moorfields Eye Hospital is now also situated at St. Anthony’s Hospital, Cheam.

Healthwatch will be conducting a survey at St. Helier Hospital A & E at different times.

The Surgery staff will be taking part in the Race for Life again in June. Sponsorship details will be available soon.

1. Date of next PPG meeting: *Wednesday*, 9th May 2018, 1-3 pm at the Surgery.

ABBREVIATIONS:   
PPG – Patients Participation Group

NAPP – National Association for Patient Participation

PRG – Patients Reference Group