



## **Minutes of the Strand Patient Participation Group AGM held on Tuesday 5 September, 2017**

**Present:** 25 people

1. Norman welcomed everyone to the meeting.
2. **Apologies:** Wendy Blunden, Anne Romer

### **3. Minutes of the last AGM**

These were approved, but with apologies to Jennifer Chalmers for missing her name off the list of committee members.

### **4. Chairman's Report – Strand PPG Annual Meeting 5<sup>th</sup> September 2017**

Welcome to you all and thank you for being here this evening.

- During the past year the PPG has met seven times, each with an average attendance of eight plus Dr Burch and Practice Manager, Justin Cankalis.
- Various events have taken place through the year – attended by different members of the Group.
- The bi-annual PPG event at The Causeway, and various Patient Engagement Training sessions.
- Other day events – mainly explaining changes in health care and keeping us informed of new practices and care.
- The most memorable was the launch of ECHO in February - (End of Life Care Hub for Coastal West Sussex)- which aims to improve the coordination and delivery of End of Life Care for patients across Coastal West Sussex by providing a centralised, single point of access for patients, their loved ones and carers 365 days of the year. A dedicated website, <https://www.ehocws.org/> has also been set up.
- Our Awareness Week allowed us to meet briefly with patients waiting for appointments – many of them took part in our Patient Survey.

- Thank you to all who have supported the Group, to Anita, our secretary, to all members and especially for the support and care given to us by Dr Burch and Justin Cankalis.

## **5. List of Committee Members**

Wendy Blunden, Eleanor Brown, Jennifer Chalmers, Anita Nutt, John Pullen, Anne Romer, Amanda Rushton, Norman Taylor, Arthur Thompson, Julian Warrick

## **6. A.O.B.**

Dr Burch and Justin discussed the documents given out at the meeting: The PPG Awareness Week Questionnaire results: The AGM Overview and the Relocation Paper.

Questions then followed.

### **How will relocation help?**

There will be more rooms so Doctors will have their own rooms. A new surgery will attract new doctors. A purpose-built surgery will provide better facilities.

### **Why is it difficult to get an appointment?**

There are 30 people working behind the scenes to facilitate the surgery. There are 50 lines coming into the surgery and 5 telephonists. There is a 9.5% increase in demand for appointments.

### **Why is Durrington Health Centre no longer used by the Practice?**

The premises were not the best and it was better and more efficient to be based at The Strand.

### **What happens to people who do not turn up for their appointments?**

There had been a 22% reduction in DNAs in the last 12 months. There is a three-strike rule. First a patient would receive a letter, then a further warning letter and finally they would be removed from the list. People's circumstances are considered but only 7 people have been removed.

### **Why is there no access to clinical records on-line?**

They are only available via an online portal.

The Technology for the Spine was not yet available.

After the AGM Julie Ward talked about her role as a Parish Nurse.