

**Patient Participation Group  
The Waterloo Practice**

**Minutes of the Annual General Meeting  
of the PPG held on: 23rd October 2023 at 4pm  
Venue: Waterloo Practice Meeting Room**

ITEM NUMBER	ITEM TITLE AND SUMMARY	ACTION POINTS REQUIRED AND BY WHOM
1.	<p><b>Open and Welcome – Chair</b></p> <p>Chair opened the meeting at 4 p.m. and welcomed everyone to the Annual General meeting of the Patient Participation Group.</p>	
2.	<p><b>Notification of any Guest Speakers or visitors – Chair/Secretary</b></p> <p>None</p>	
3.	<p><b>Attendees, Apologies for absence and Notified AOB – Chair/Secretary</b></p> <p><b>Attendees:</b> B.B.; J.D; A.G-B; A.J; C.L; J.T. - 6  <b>Quorate is:</b> 1 Officer 1 Practice Representative and 4 members, so we can go ahead with the meeting business.</p> <p><b>Apologies for absence received from:</b> G.B; Y.G; A.H; M.P; - 4  <b>Did Not Attend/Notify:</b> J.B; D.C; R.J; A.N; - 4</p>	
4.	<p><b>Minutes of PPG AGM Meeting held on: 10th October 2022 - Chair</b></p> <p>Proposed that the minutes be accepted as a true record.  Proposed by: A.J.  Seconded by: J.T.  Agreed a true record by all those who had attended the Annual General Meeting of 10<sup>th</sup> October 2022.</p>	
5.	<p><b>Minutes of PPG Meeting held on: 7<sup>th</sup> August 2023 - Chair</b></p> <p>Proposed that the minutes be accepted as a true record.  Proposed by: A.J.  Seconded by: J.T.  Agreed a true record by all those who had attended the PPG meeting held on the 7<sup>th</sup> August 2023.</p>	
6.	<p><b>Matters Arising:</b></p> <p><b>1. APC Meeting 10<sup>th</sup> October 2022</b>  No matters arising.</p> <p><b>2. PPG Meeting held on 7<sup>th</sup> August 2023:</b>  Invitation to attend Calderdale &amp; Huddersfield Foundation Trust Hospital open day at the new Accident &amp; Emergency unit on Thursday 21<sup>st</sup> September 2023 taken up by the Chair, who emailed everyone with her comments on the visit.</p>	

7.	<p><b>Election of Officers for Year - Oct 2023 – Oct 2024:</b></p> <p><b>Chair:</b> J. D. Proposed by: A.J. Seconded by: J.T. Agreed by all those present at the meeting.</p> <p><b>Secretary:</b> Due to a lack of members coming forward into the role, and to alleviate Chair from doing two roles for another year, both Practice Managers offered to take the minutes if those present agreed. Everyone present agreed to this. Meeting was therefore asked to propose that both C.L. &amp; A.G-B. bring their laptops and take meeting minutes. Proposed by: A.J. Seconded by: J.T. Agreed by all those present at the meeting.</p> <p><b>Treasurer:</b> The present Treasurer has been unable to attend the meeting therefore Chair felt that until the Treasurer is able to confirm their position, the vote would be taken that the present Treasurer be re-elected. Everyone agreed. Proposed by: A.J. Seconded by: J.T. Agreed by all those present at the meeting.</p> <p><b>Membership Secretary:</b> A.J. Proposed by: J.D. Seconded by: J.T. Agreed by all those present at the meeting.</p> <p><b>Communication Monitor:</b> Absorbed into all PPG Members due to the lack of an individual member accepting the role. Surgery to continue their support and help with Notices, website inserts, etc.</p>	
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8.	<p><b>Reports from the year.</b></p> <p><b>Chair's Report:</b> At the AGM held on Monday 10<sup>th</sup> October 2022 the following were elected to office: Chair – J. D. Secretary – Temp A.J. followed by Chair J.D. Treasurer: Y.G. Membership Secretary – A.J. Communication Monitor – All PPG members with Surgery Admin assistance. Chair began by thanking everyone who had held office for their continued support to the group. The Group is affiliated to the National Association for Patient Participation and is open and free to all registered patients and staff of the Waterloo Practice. The format is to work in partnership with the General Practitioners and the Practice Teams to ensure Practice is accountable and responsive to all patient needs. In other words, a critical friend to the Practice. The Group have had a varied meeting format, holding meetings both in the afternoons and evenings at various times to encourage and enable membership from across all registered patients who</p>	
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may employment, adult care duties or have childcare or other commitments.

There are two types of members both standard and virtual membership again to encompass anyone with an interest in patient care delivery who may have particular needs.

A notice is sent out to all registered patients prior to the meeting to provide an opportunity for patients and staff to come and hear from the membership.

The Group has to maintain quorate in order that the business of the day is carried out within correct boundaries. The quorate requirement is 4 members plus 1 Officer and 1 Practice Representative.

Our membership total is:  
 14 - 6 Standard and 6 Virtual plus 2 from the Practice management Team

We were 15 in total until mid-year, when the very sad death of an active and supportive member R.A. was announced. R.A. had been a standard member since 2019 and did not retire from supporting the group during his ill health. He asked to become a virtual member instead, in order that he could feed back items of interest from a patient perspective. We thank him for that continued support of good practice during a very difficult time. One standard member had to resign in June due to conflict of timings M.F.

Since the AGM in 2022 we have held 5 meetings:  
 December 2022, February, April, June and August 2023

I was invited to take the Office of Chair at the AGM in October 2019, following the retirement of the Chair.

Business of the day and items discussed across our five meetings included:

Retaining a healthy bank balance in the care of our Treasurer.  
 We did have a volunteer to take the position of Communications monitor, however that proved difficult for the volunteer to carry forward, hence the collaboration mentioned above.

There was put forward an idea to make notice boards clearer and making changes for the visually impaired. Parking issues; use of Facebook; getting through via the telephone.

NAPP Newsletters; G.H.C.C.G./PRGN; Kirklees funding Workshop; NHS West Yorkshire Integrated Care Board; Care Quality Commission Report from Nov 2022; Kirklees Mental Health Alliance; New G.P. Joining the Practice; Two new posts for the Admin Team; Fund Raising/Raffle; Tabletop Sale; PATCHS taking over from E Consult; Plead for virtual members to respond to the minutes sent out, and give their feedback in order that good practice is maintained.

Delivery of Covid Boosters to the housebound; Ongoing request for someone to take up the role of Secretary to the group; waiting room timings and solution; patient survey; flu clinics

Attendance at the Calderdale & Huddersfield Foundation Trust Hospital open day at the new Accident & Emergency Unit 21<sup>st</sup> September 2023 by Chair with email to all members re this.

As you can see a lot is discussed and always there are fast reactions and actions put in place by the practice teams.

I am not sure why we are not enrolling new members. I have wondered if it is complacency because the standard of practice is

	<p>good, and therefore do patients feel the need to join a group whose aim is to ensure good patient service delivery?  I am not sure however there comes a time when holding two posts, i.e., Chair and Secretary, is neither acceptable nor is it good for the growth/health of any group.  I have held the Chair for Four years and wish to put out to the meeting that I would like to hand over either the Secretary or Chair role to another. However I do not intend to leave the group rudderless, if that is the right word, but strongly ask for someone to either take over as Chair or to come forward as Secretary.  There are a few members who have been holding a number of key roles for a number of years. This is not the way a group should function, nor should anyone be expected to continue to “hold the reins”.</p> <p><b>Finance Report – Treasurer</b>  Treasurer unable to be with us today however the balance at the bank is as follows: £982.39.  Chair wished to thank the Treasurer for all her sterling work during the year and we look forward to having her back with us.</p> <p><b>Membership Update – Membership Secretary</b>  The membership has not grown during the year and therefore the duties/offices of membership are being held by a few.  An email will go out to those retained on the list of virtual members who have not communicated for quite a while to ensure that they are still wishing to be members of the group. It is difficult to ascertain whether minutes being sent out are received correctly, as no feedback is being provided.  Therefore, there is a need to ensure that we are compliant with GDPR.  Should no reply to emails be received within four weeks, then that member will be taken off the membership and email list.</p>	
9.	<p><b>Report of the Year in the Practice – Practice Representative</b>  There are six Medical Partners within the Practice.  Dr. A. Patel became the new partner from 1<sup>st</sup> January 2023 following Dr Ahmed`s departure.  An internal promotion to Senior Nurse/Team Leader – April 2023.  Two new receptionists have been recruited.  Following the departure of the Business Manager in October 2022 C.L. is now the Practice Operational Manager and A G-B. Is the Deputy Practice Manager.</p>	
10.	<p><b>Fund Raising - Chair</b>  There are no activities planned for the rest of this year for two very important reasons. Number one the lack of members available to support an activity. Secondly Covid and flu are still with us therefore the flow of patients within the reception area is quite rightly being carefully monitored.</p>	
11.	<p><b>Q&amp;A:</b>  <b>Q.1. Appointments and Care Navigator role.</b></p>	<p><b>1. Practice Managers to discuss the confidentiality/</b></p>

	<p>Discussion took place around maintaining confidentiality whilst speaking at the reception desk, whilst also trying to provide the necessary personal information.</p> <p>There is a room set aside to which patients can go should they wish, perhaps this needs emphasising by the receptionists, or a notice put up to signpost people to this option.</p> <p><b>A.</b> Practice Managers to further discuss with the staff teams.</p> <p><b>Q. 2. PATCHES</b></p> <p>The new system which took over from E-Consult. On the website it indicates it is currently unavailable. If not working properly can this be deleted from the website, as it is confusing when trying to negotiate something which is not working.</p> <p><b>A.</b> a new system paid for by the Commissioners which has snagging problems and is presently not working and therefore has been switched off.</p> <p><b>Q. 3. University Out of Hours</b></p> <p>A patient was not care navigated with sufficient information as to what and where the University Hub was and with whom the appointment would be.</p> <p><b>A.</b> - The University Hub, on Sand Street, Aspley, Huddersfield is the out of hours clinic which is part of the Waterloo practice, Tolson Group hub. It has G.P.'s Physio clinics etc. at which it could be that the patient is seen either by one of our G.P.'s who are on the rotor to do clinics, or one of the other G.P.'s from within the Tolson Group, on a Saturday morning.</p> <p>The PCN ensure that every G.P. Practice also has a late night surgery, the Waterloo Practice is on a Wednesday till - 8 p.m.</p> <p><b>Q.4 Home Visits</b></p> <p>Are home visits a part of the Practice schedules.</p> <p><b>A.</b> Where a patient cannot attend the surgery the G.P.'s at the Waterloo practice have always provided home visits.</p> <p>Chair commented that this was very much acknowledged and appreciated that even during Covid. The Waterloo practice G.P.s were attending to home visits during the evening to ensure patient care was maintained.</p>	<p><b>room question with staff at their training sessions.</b></p> <p><b>2. Practice Managers to look at PATCHES on the website.</b></p> <p><b>3. Practice Managers to discuss clarity of information regarding the University Hub with Care Navigators.</b></p>
<p><b>12.</b></p>	<p><b>Notified AOB Items/AOB – Chair</b></p> <p>None.</p>	
<p><b>13.</b></p>	<p><b>Dates of next meetings – Chair</b></p> <p>Venue: Practice Meeting Room at 4pm</p> <p><b>4<sup>th</sup> December 2023</b></p> <p><b>5<sup>th</sup> February 2024</b></p> <p><b>8<sup>th</sup> April 2024</b></p> <p><b>10<sup>th</sup> June 2024</b></p> <p><b>5<sup>th</sup> August 2024</b></p> <p><b>7<sup>th</sup> October 2024 – AGM</b></p> <p><b>Where meeting dates have moved from the first Monday of the month, this is because of Bank Holidays.</b></p>	

14.	<b>Meeting closure at 5.10pm</b> Chair thanked everyone for their attendance and input.	
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