

**Patient Participation Group
Waterloo Practice**

**1st Draft of Minutes of the PPG Meeting held on:
Monday 2nd December 2024**

AGENDA ITEM NUMBER	ITEM TITLE AND SUMMARY	ACTION POINTS REQUIRED AND BY WHOM
1.	<p>Open and Welcome – Chair – J.D.</p> <p>Chair opened the meeting thanking the members for their attendance.</p>	
2.	<p>Notification of any Guest Speakers or visitors – Secretary – J.D.</p> <p>There are no guest speakers nor visitors to the meeting.</p>	
3.	<p>Attendees, Apologies for absence and Notified AOB – Secretary – J.D.</p> <p>Attendees: B.B.; D.B.; J.D.; Y.G.; S.H; A.J; C.L.; P.L; W.J.R. (9) Apologies for absence: A.H. (1 virtual member) D.N.A: - 2 members 5 Virtual members did not send an email or make contact</p>	
4.	<p>Minutes of Annual General Meeting Meeting held on 7th October 2024: - Chair – J.D.</p> <p>All members had been issued with the first draft of the minutes by email and, having asked members if they had read through the minutes for any errors or omissions, it was proposed by: W.J.R. and Seconded by: A.J. that the minutes be accepted as a true record of the meeting held on 7th October 2024. Accepted by all 9 members present, who had also attended the AGM. None against. No abstentions.</p>	
5.	<p>Matters Arisings – Chair – J.D.</p> <p>We welcomed four new members to the PPG at the Annual General Meeting in October, therefore it was felt right that the re-appointments of both Chair and Secretary be held over until this meeting, in order that all members could have sight of and read the job role descriptions which had been emailed out after the A.G.M. in order that they may wish to consider putting themselves forward for election to the role of either Secretary or Chair.</p> <p>1. Appointment of Chair person for year to AGM - October 2025</p> <p>Present Chair person asked the meeting if anyone wished to put themselves forward for election to the office. None came forward. Chair informed the meeting that they were willing to continue in the Chair for another year. The meeting was asked if they wished to propose that J.D. remain as Chair for the year to October 2025. Proposed by: Y.G. Seconded by: W.J.R. Accepted by all members present at the meeting. None against. No abstentions.</p> <p>2. Appointment of Secretary</p> <p>Chair informed the meeting that following their election into the role of Chair in 2019, they then had had to take on the additional roles of Secretary (on a member retiring from the role of Secretary), and communications monitor, due to a lack of member capacity. They felt it was only right that they stood down this year from the role of Secretary, and the role of communications monitor has now been filled. It is neither good for any organisation to have one person taking on more than one role, except in exceptional circumstances such as we had faced, i.e. reduced numbers of members until the AGM in October of this year. Therefore the meeting was asked for anyone willing to take on the role of Secretary.</p>	<p>1. Chair to hand over Secretarial duties and templates to S.H.</p>

	<p>S.H. came forward. Proposed by: J.D. Seconded by: W.J.R. Accepted by all members present at the meeting that S.H. take the role of Secretary. None against. No abstentions. Chair thanked S.H. for putting themselves forward and would arrange to give a handover following this meeting.</p>	
6.	<p>Finance Report – Treasurer – Y.G.</p> <p>The balance in the bank as at November 2024 is £821.48p. Which is £80 less than reported at the A.G.M. This is because £80 has been taken by NAPP for our annual subscription. Unfortunately due to a set of circumstances beyond our control, our resignation from NAPP was not able to be put in place before the renewal fee was due and taken. Immediately following this meeting Treasurer has asked if the Chair can write to NAPP informing them of our decision and asking for them to remove our bank details from their account. Treasurer will go on line and remove NAPP details from our Bank if possible.</p> <p>Treasurer informed the meeting that she has pursued and eventually obtained the facility for a paper bank statement being available in order that members have sight of the balances.</p>	<p>1. Chair to contact NAPP and cancel our renewal for October 2025.</p> <p>2. Treasurer to remove NAPP bank details from our Bank Account if possible.</p>
7.	<p>Membership Update – Membership Secretary - A.J.</p> <p>A.J. informed the meeting that she was pleased that the new members had returned following the A.G.M. and was looking forward to their input throughout the year. Chair queried a member, who through ill health, had had to go from active to virtual member some time ago namely G.B. Had membership secretary had any feedback from G.B. or personal contacts?. None had been received. However W.J.R. was able to inform the meeting that because of a social link he had, he had information that G.B. had passed away. It was upsetting to hear the news, however the email address has not refused any mail being sent out, which is why Chair had asked for an update, as G.B. Chair to remove G.B. email from the PPG account. It was sad that no-one from G.B.'s personal contacts had been in a position to update us earlier. He had been a wonderfully accomplished musician who had put together the music for the telephone system for the practice, and had contributed to the PPG until he had had to become a Virtual member. A question was raised as to why we did not know about G.B. We discussed the confidentiality of patients, that there could be no cross over between patient information and the PPG. It was up to the member themselves, or a family member/contact to update us. The email address remains open, but no one had replied to us on G.B.'s behalf, nor had anyone answered enquiries from Members Secretary.</p>	<p>1. Chair to remove G.B. from email account</p>
8.	<p>Communications Monitor Report – W.J.R.</p> <p>Nothing to report at the moment due to being new in role. W.J.R. to use the Chair's link to the PPG group email for communicating information etc.</p>	
9.	<p>Website Update – Practice Representative</p> <p>Representative asked that G.B.'s information be taken from the website please. Size of the text on the waiting room screen was being looked into. C.L. will update us at the February meeting.</p>	<p>1. C.L. emailed during the meeting to ensure G.B.'s information was taken down from the website.</p> <p>2. C.L. ongoing issue of size of text on waiting room screen being looked into. Update at February meeting.</p>
10.	<p>Notice Board – Practice Team</p> <p>This is still being looked after by practice staff, however due to staff sickness this had not been looked at as regularly. Things are getting back to normal and the notice board will be updated.</p> <p>Chair wished to thank the staff team for their ongoing support to PPG and hoped that as we are now getting up to larger number of membership we may be able to take back some responsibility in the new year.</p>	<p>1. Notice board to be kept up to date by practice team.</p>

11.	<p>GHCCG/PRGN/FFT – Chair – J.D.</p> <p>1. NAPP update. As in the Treasurers report cancellation of fees for October 2025 will be put in place as soon as possible.</p>	
12.	<p>Practice Information/Update – Practice Operations Manager – C.L.</p> <p>Book area has collected £1.55p. In cash which was handed over to the Treasurer. For clarity, the Treasurer reported to the meeting that paying in small amounts of cash is inappropriate, therefore the cash is paid into the Treasurer`s personal account and an immediate transfer into the PPG account is made. This will show on the paper statements which are now available.</p>	
13.	<p>Correspondence – Secretary – J.D.</p> <p>In Secretary and Chair role, all communications coming in for members of the PPG are forwarded by email to all members regularly.</p>	
14.	<p>Communications – Secretary/Practice representative</p> <p>C.L. informed the meeting that following the issue of blood pressure testing being offered repeatedly to the same patients, and those patients being referred back into the practice they had only just left, a discussion between the Pharmacist and one of the practice partners and C.L. had taken place and an agreed outcome reached. C.L. informed the meeting that several patients had been informed by pharmacy staff that the Pharmacy would be moving premises, potentially into the old Waterloo Pub site. However this information has not been verified, as no-one from the pharmacy team has informed the practice. Discussion took place regarding car parking by pharmacy staff which will alleviate spaces for the surgery patients, plus the monitoring of anyone not attending the practice, but leaving vehicles in the practice car park whilst going to the new pharmacy premises. Toilets – still locked with key available from reception. Due to meet with locksmith to discuss one or two suggestion as to a better way to manage the situation. Either a yale lock, or a button under the reception desk. It has been the ongoing instances of misuse of the facilities that has brought this to a head as previously discussed in PPG meetings.</p>	
15.	<p>Fund Raising – Chair – J.D.</p> <p>Chair has produced a rota sheet available to members who are willing to put their names forward for duty to sell the raffle tickets. We have had nine gifts donated by members of the PPG so far, with potential for a tenth, for which Chair wished to give a huge thank you to everyone for their personal contributions. Chair has a copy of the previous advertisement and will update this following the meeting and forward onto C.L. for putting onto the website and printing of copies for advertising the raffle. Discussion took place and seven members put themselves forward to sell tickets, (some coming in on more than one date), on the 6th, 9th 10th, 11th and 12th December either between 10 and 11 a.m. or 2 and 3 p.m. The meeting agreed to keep the price of the raffle tickets the same as last year. Therefore tickets will be 5p. per individual ticket and £1 for a strip of five. Surnames and clear telephone numbers to be put on each individual ticket so that the draw can take place efficiently. Y.G. and J.D. will come into the practice on Friday 20th December to draw the raffle tickets with Dr Khalid. Y.G. and J.D. will then telephone winners for them to pick up their prize at the practice. Results will be published as soon as possible after the event. Chair asked C.L. about the availability of a desk and chairs for the use of PPG in the waiting room for displaying the raffle prizes and giving room to write name and telephone on the raffle tickets.</p>	<p>1. Chair to update the advertisement for the raffle and forward onto C.L. for printing off and putting onto the website.</p> <p>2. Chair to email members with the dates and times of their raffle selling time and date slots.</p> <p>3. Y.G. and J.D. to attend the practice on Friday 20th December to draw the raffle prizes with Dr Khalid and telephone winners.</p> <p>4. C.L. to arrange for a desk and chairs to be put into place in readiness for first shift of raffle tickets sales on Friday 6th December.</p>

16.	<p>Notified AOB Items/AOB – Chair – J.D.</p> <p>1. D.B. brought to the meeting concerns regarding various small holes in the wall in reception area, obviously from something previously screwed to the wall. Is it possible for these be filled in please?</p> <p>D.B. brought to the meeting concerns regarding the staffing of Reception – the manning of the reception is not always good when the one receptionist has to disappear into the back office to carry out a task for a patient at the desk. The queue can then build up and some frustration felt by those waiting.</p> <p>C.L. thanked D.B. for her observations and explained that during the last few months there had been two retirements from excellent long standing reception staff. New members of staff have been appointed, who are now in the process of training and induction into the practice processes The staffing levels will then be back to 10 receptionists, 5 a.m. and 5 p.m. carrying out reception, telephone and admin duties. Compounding the retirements has been staff sickness.</p> <p>D.B. asked if there was going to be a Christmas tree for reception?</p> <p>C.L. thanked D.B. for her question and yes we are in the process of gathering christmas items and will be decorating soon. Y.G. has offered some baubles etc. and will bring some into the practice for staff to choose.</p> <p>2. A.H. - Chair had received an email from virtual member A.H. providing apologies for absence, as they had hoped to be in a position to attend the meeting. They wished us all a productive meeting and “The seasons greetings (even though a little early)”.</p>	<p>1. Y.G. to bring in christmas baubles to the practice.</p>
17.	<p>Date of next meeting – Chair – J.D.</p> <p>3rd February 2025 – 2 p.m. 7th April 2025 – 2 p.m. 2nd June 2025 – 2 p.m. 4th August 2025 – 2 p.m. 6th October 2025 – 2 p.m. Annual General meeting</p>	
18.	<p>Meeting closure – Chair – J.D.</p> <p>Chair thanked everyone for their attendance and input to the meeting. Chair wished everyone the seasons greetings and was looking forward to seeing everyone in the new year.</p> <p>Meeting closed at 3.55 p.m.</p>	