

Minutes of the Annual General Meeting

held on 2nd June 2015 at 19.30

in the Large Hall of the Oxshott Village Centre, Holtwood Road, Oxshott

1. Welcome by Chairman Christina van Roest

Christina welcomed everyone, especially our guests: our Doctors Richard Draper and Marc Jenkins; our Practice Manager Ian Shepherd; Manager of the Reception and Administration, Claire Broadhurst for coming to celebrate with the PPG Committee, all that has been done this year.

2. Apologies for Absence

Lilian & Raymond Coe, Mr & Mrs Mellstrom, Sarah Greenwood, Liz Chovil, Mary Baldock and Gwen Bullen sent their apologies.

3. Minutes of the AGM held on 12th May 2014

Christina said that The Draft Minutes of the last AGM have been online on the PPG tab of the Oxshott Medical Practice website for a year, and requested those who were present at that meeting to confirm that it was a true representation of the meeting. With the confirmation from the floor, a copy was signed by the Chairman & the Secretary who filed it accordingly.

4. Annual report of the Chairman

The aim of the Patient Participation Group (PPG) is to be an **active** patient group promoting partnership between patients and the general practitioners in primary health care and highlighting patients concerns, needs and wishes.

We aim to make **stronger** the relationship between patients and the Oxshott Medical Practice, which is critical to the provision of modern, high-quality general practice.

PPG Objectives: Communication is the most essential tool for the PPG to achieve our goals.

- The vital dialogue needed between PPG and the patients had to be set up during the year from May 2014 to today, creating a data base of 'Virtual PPG Members'; that means patients who are in touch with us, building a two-way relationship predominantly by e-mail.
- Magazine Publications, Website information & Bulletins with notes of our meetings, announcements, facts, information on services, are the tools to inform members and increase the involvement of the patients in the future plans for the Oxshott Medical Practice.
- We need to create awareness, not only of the essential role of the PPG, but also of various health topics and their available support groups.
- We need to support and highlight the work of health related Charities and their services and the services available to patients in our Borough.
- Supporting and helping the staff of our practice, for example in promoting the yearly held patient survey, trying to raise funds for NON-NHS supplied equipment and updating our members on changes in our surgery.

PPG Activities: To achieve our objectives:

- We have held various recruitment days when you have seen us stopping you and other patients from walking straight through to the surgery by introducing ourselves to you and asking for your 'Membership Free Subscription' to become a 'Virtual Member'. We had a fantastic response and are very grateful to have set up a data base of about 450 members with e-mail addresses and about 45 non e-mail subscribers. The main contact with the last group is mainly by pinning our information on the PPG board in the surgery and an occasional postal delivery.
- We have published 3 Patient Bulletins (September – December 2014 & May 2015) and are pleased to have received favourable comments on the interesting content and 'light hearted' style. There have been various other publications in Fedora and the Oxshott Parish Magazine during the year highlighting our activities. Also the PPG TAB on the OMP Website has been re-

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designed and updated for easy access of our information. Do explore it and get in touch with us, if you wish.

- During the PPG Awareness Week last year (first week in June 2014) we concentrated mainly on getting in touch with patients and explaining what the PPG is about. This year we have this AGM in the Awareness Week, which started yesterday, and the special event for tomorrow night: is the informative evening on 'Prostate Cancer and other Prostate related Diseases'. It will be a talk "Little Gland – Big Problem & Men United" by a trained Volunteer of this Charity. Not just an evening for MEN, but also of interest to partners, who share the worry and anxiety with the patient/partner when the big "C" is mentioned?
- On special request from the practice's receptionists, we have held a Coffee Morning highlighting the brilliant work of the Macmillan Nurses Charity, which some of you will have supported and attended, we thank very much you for that. As you will have read in the Patient Bulletin of September (2nd Issue) the sum of £514.80 was raised, which was gratefully received by the Charity.
- On Wednesday 17th of June this year, we will have a similar event: **Coffee Morning for Diabetes UK**. May I invite you to support that event too... there will also be an opportunity to have a free blood glucose test, if you are not sure whether you have Diabetes or not. Do come along if you can.
- With help of Elmbridge Council we have been able to update and create a more user-friendly board of "*Services in the Community*". You can't have missed that... please make use of the varied information and the "*Services Directory*" Book on the table. Take a copy home for easy reference.
- There have been various opportunities to help the practice staff:
 - The Practice received a generous donation of **Fedora** (Federation of Oxshott Residents Association) to acquire a '**24hour Blood Pressure Monitor**', for which we express our great thanks. The equipment has been in **full use** and needed quite a number of new batteries, as I have been informed.
 - There has been a CQC (Care Quality Commission) inspection of the Oxshott Medical Practice on the 11th November 2014, which went very well and the overall mark was: GOOD. The Chairman and Secretary of the PPG having been questioned during the process had excellent comments from the inspector on the running of the organisation and the achievements in its short time of existence.
 - The Patient Survey was conducted by the OMP in February/March 2015, we helped with the evaluation and recommendations for improvements in the future. The results can be found on the OMP's Website under Patient Survey 2015.
 - Due to good communication via e-mail we were able to make a wish list of services which the patients of the practice would like to see realised in the near future, the list was submitted to the Practice and we hope to hear about **the Present and Future** in a few minutes by Dr Richard Draper, our senior partner of the Practice.

Christina concluded her report and thanked the whole team for their contribution to make this all happen.

5. Presentation by Dr Richard Draper: "Present & Future Plans of the Oxshott Medical Practice" followed by a short Q&A session

- Dr Draper opened his presentation by giving a vote of thanks to the PPG committee for the work they had done over the past year in providing the groundwork for excellent liaison between the practice and patients. This is helping the practice learn more from patients and gather their thoughts and wishes. It will be important in shaping the practice now and in the future.

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- Dr Draper started his presentation by outlining the main points within the NHS's 5-year forward View. He stressed that future plans for Oxshott would need to fit with aims and priorities within this document but that they should also need to meet the local needs and priorities taking into account certain unique local characteristics. The Practice has identified particular needs and ideas for medical services and facilities. These cannot be achieved without larger NHS premises appropriate for the number of patients and calculated now to be at least twice the size of the current premises.
- Work is in progress to make this a financially viable project. Although this is proving to be a long and complex process involving the Oxshott Village Trust, the Crown, the local CCG and of course NHS England, Dr Draper felt confident that plans were moving slowly forward.
- Dr Draper pointed out that only with larger premises would Oxshott Medical Practice be in a position to provide more and better services to support their patients. The Practice will be able to further develop research and training facilities to enhance knowledge and achieve the best clinical standards and patient care. Such aims were consistent with the NHS 5-year forward View.
- Locally there is a possibility that working with private providers might add value and improve the range of services on offer. Dr Draper is confident that partnership with other providers can improve the business case and the potential for services that would otherwise not be available such as on-site pharmacy, diagnostic equipment (such as X-ray, MRI scanning, Ultra-sound and a range of other diagnostic services) access to specialists consultants, more minor surgery and even a sports injury clinic. However, the key to success would be getting full NHS support for the plan and this was proving to be slow to progress despite success with an application to the GP Infrastructure Fund.
- A business plan is in development that takes into account all of these points. Dr Draper believes that integration of services and partnerships within the NHS and with other providers will be the corner stone of the future of the Practice.
- He received a few questions from the floor that related primarily to the funding issues that would be required to create the new premises and he stressed the importance of a robust business plan. Dr Draper stressed that such a business plan with the backing of the NHS and the local community can quite soon deliver a 'state-of-the-art' practice, fit for the current and future needs of a growing population of patients.

6. Election of Committee Members

As there were more candidates than were required to form a Committee, Ian Shepherd, the Practice Manager (who is not a member of the PPG Committee) conducted the ballot of the candidates for election to the Committee. The 10 elected candidates were announced: Diana Balfour, Doris Butterworth, Elizabeth Chovil, Ann Finlay, Sarah Greenwood, Anita Lee, Ann Pickering, Keith Rashleigh, Christina van Roest and Mike Stephens.

7. Close of Meeting

The AGM closed at 20.50, followed by a short meeting with all newly elected Committee Members.

Christina van Roest

Anita Lee

Chair PPG (Signature & Date)

Secretary (Signature & Date)

(This document has been signed, dated & filed on 17.05.2016 at the AGM)