

Report on AGM of the Imperial Patients Group (IPG)

9th May 2019

Chairmans welcome

The IPG is a PPG which means that representatives of Imperial patients meet with staff representatives to discuss the service that the surgery provides to - people.

There has been a long tradition of such a group this was one of the first in Devon (started 16 years ago).

This ADM has some formalities because the IPG is registered with the Charity Commissioners and we get some financial benefits.

Lay members Alan Worthington Chair, Derek Williams Treasurer.

Committee Members: Royston Palmer, Pamela Day, Jacky Stockhill, Jenny Warren.

From the Surgery; Dr John Moffat, Lead Practice Nurse- Harriet Swarbrick, Zoe Newey Practice Manager, and Glynis Taylor Assistant Practice Manager.

Apologies: Glynis Taylor and Jacky Stockhill

Approval of Minutes last AGM of 10th May 2018 – Approved.

Questions and Matters Arising There we no matters arising.

Chairman's Report of 2018-19 – Alan Worthington

It has been an easy job to move on from last year's progress as IPG Committee Meetings are friendly, positive and constructive. From the patient side, some of us and our families have had long use of doctor's surgeries and beyond, to using other local services and so have experiences to share to shape services. Some of us are carers so can give that perspective as well.

However we are forward looking and always looking for people to join us and bring different experiences or talk to us to pass on their ideas.

Two of the Committee share their gifts and enthusiasm to support people through knitting and sewing and help to bring in funds to benefit the surgery.

The surgery staff are keen to hear people's feedback. This is illustrated by the "always – open" Patients' Book. **"People write - we read and if necessary respond"**. Most of the comments are complimentary and the surgery staff take pleasure to read that they are doing things well, however if there are critical comments, we want people to share them so that can be studied and resolved.

On behalf of the patients and lay members I would like to acknowledge work of the background staff who make the surgery such a good place to visit - well cared for, calm and efficient. Dorothy Shaw, who looks after the indoor plants and magazines, Nigel Skey, who maintains the garden.

Some surgery staff, work unseen, to arrange appointments, deal with repeat prescriptions and manage the records. More obvious are the nurses who deliver treatment including injections and demand our blood and other secretions!

Finally, our team of doctors who listen to our stories and figure out how they can help. If you read The Comments Book, this records very clearly how much the work of Imperial staff are appreciated.

All these contributions are overseen by our very able Practice Managers – it is our good fortune to have two - Zoe and Glynis. They coordinate the services of the practice which contributes so much to people's experience of a caring, well led surgery which responds to people's feedback.

Treasurers Report - Derek Williams

Attached are the end of year accounts. The knitting group have done a remarkable job, yet again and while donation was down this was because they had not had a full year.

Gift aid was down as our benefactor had sadly passed away; we have sent our sincere condolences.

No tax refund as we had no gift aid.

Books were slightly down but still very good even though everywhere seems to have books for sale these days.

The cost of plants for the garden and the surgery were up but the results are there for all to see. We are extremely grateful to Nigel and Dorothy for their great efforts.

IMPERIAL PATIENTS GROUP ACCOUNTS

Date From 1 May 2018 to 30th April 2019

IMCOME	2018/19	2017/18		EXPENDITURE	2018/19	2017/18
Sales of knitting	1105.36	1179.08		Equipment/Training purchased	581.87	1385.31
Donations (Gift Aid)		200.00		Insurance	69.45	69.45
Donations (Waiting Room Box)	115.30	17.85		Stationery/printing/postage	nil	77.16
Donations (Books)	502.53	577.06		Plants and Garden	168.31	110.37
Fundraising		45.00		Miscellaneous hall hire	55.00	40.00
Donation not gift aid	50.00	105.00				
Income Tax Reclaim		57.55		OTHER EXPENDITURE		
				Fundraising expenses		
TOTAL	1773.19	2181.54		TOTAL	874.63	1682.29

BANK BALANCE			Funds Held at		
Bank Balance at 1/5/18	3218.30		Balance at bank	4116.86	
Total income	1773.19		Cash	00.00	
Less expenditure	874.63		Total	4116.86	
Balance forward	4116.86				

Surgery Report - Zoe Newey

Thank you Alan for your continued work and support being the chairman of the Patient Group.

Thank you Derek for your continued support with the accounts. Very much appreciated.

Also I would like to thank all of the group members for the sparks and enlightenment you bring to the meetings which are far from dull and very proactive. Dorothy for the lovely flowers she provides and Nigel for the garden. And finally to our wonderful Knitters who continue to produce wonderful items and raise money for the practice.

We are very happy to welcome back Harriet after been off work since November with back problems – as you can all imagine, this has been a real challenge for the nursing staff who have worked tirelessly in covering Harriet where they can. So, well done Kay and Lynette.

We have had a busy year again. We have a number of new faces;

Dr Anna Turner, who used to be our registrar last year and has joined us for 4 sessions per week, a very popular and accomplished member of the team. Don't be surprised to see Anna more and more as time goes on.

Kay Douglas, who is our new practice nurse and whom we are extremely lucky to have, has a wealth of experience and is extremely competent and provides great support for all the clinical team.

On the admin front we have Phoebe James who is our apprentice, and at such a young age she is doing incredibly well. We anticipate that Phoebe will go on and do Level 3 medical administration as an apprentice- going into next year.

Kate Ryden is our latest addition to the team. Kate only works a couple of days a week, but is getting to grips with clinical systems and how things work. She has demonstrated empathy, calmness and kindness, having been subjected to fairly aggressive demonstrations of behaviour whilst on reception. Sadly this is becoming more of a regular issue.

Some of you will have read or heard about Primary Care Networks – this is part of our new NHS contract.

So what is a Primary Care Network:

Primary care networks form a key building block of the NHS long term plan. Bringing general practices together to work at scale has been a policy priority for some years for a range of reasons, including improving the ability of practices to recruit and retain staff, to manage financial and estates pressures, to provide a wider range of services to patients and to be more easily integrated with the wider health and care system including the voluntary and community services.

While GP practices have been finding different ways of working together over many years, for example East Devon Health – Federation, the NHS long term plan and new GP contract, which took effect in April this year puts a more formal structure around this way of working, but without creating new statutory bodies.

All GP practices are expected to come together in geographical networks covering populations of approx. 30-50,000 patients by June 2019 if they are to take advantage of additional funding attached to the GP contract. As you can see we don't have too much time on our hands to get this in motion.

Essentially all our local services, whether community based, or voluntary based, pharmacies, GP practices all need to be more joined up and work together. Within the network each GP Practice and community services will need to communicate far more proactively with each other regularly, ensuring the whole network know where, what and who to contact at any given time ensuring we deliver quality, consistent and seamless healthcare. We will also be far more proactive in promoting good health – on the lines of Harriet's talk tonight.

Chairman's Thanks

May I thank my other Committee Members for their ideas, positive approach and from them thank the surgery staff - the Lay Members of the Committee are so pleased to support you in your important work.

Appointment of the Committee No names offered or proposed. The present committee are willing to continue.

7.40pm AGM business concluded

Presentation by Harriet Swarbrick Practice Nurse

Diabetes Awareness and Prevention

This was relevant, interesting and informative. The audience were given an excellent leaflets which described the Risk Factors of Type 2 diabetes; some of the signs and what actions to take, including how to lower your risk. Harriet is the Lead Practice Nurse on diabetic matters at the surgery. We appreciate her sharing expert information on this very serious subject.