Huntingdon Road Surgery Patient Group AGM

Wednesday 20th September 2017

Attendance: 19

1. Notice requesting permission to take photos during meeting – granted.
2. Apologies – 8 people.
3. Minutes of previous AGM (Wednesday 16th September 2016) – agreed.
4. Chair’s report – based on Dr Connan’s report, which is on the Surgery website: [www.huntindonroadsurgery.co.uk](http://www.huntindonroadsurgery.co.uk) .

TV screens are to be put up in the 2 waiting rooms at Huntingdon Road surgery and later in the Girton. Using the allocated noticeboards to advertise the patient group and to increase awareness of the “Contact Us” page in the HRS website as well as the Patient Group website address:

[HRSPPG@g.mail.com](mailto:HRSPPG@g.mail.com)

This will help the committee members develop the patient group to increase the membership and get more ideas of how to improve. For example: suggestions for topics at our Information evenings, what information should go on the TV screens to help patient awareness of health issues. It is important to remember the role of the Patient Group to be a Critical friend to the Practice, highlighting issues affecting the patient experience and working with the surgery staff to make improvements.

1. Election of Officers:

The following people were elected.

Chairperson - David Faulkner

Deputy Chairperson – Robert Sanders

Newsletter Editor – Yvonne Higgons

Pamphlet Organiser – Peter Teich

Secretary – Jackie Grimshaw

Non- elected support as Magazine Organiser- Richard Catchpole

1. Surgery updates – as Chair report.
2. “The Practice Plan 2017/18” – Neil Paterson, Business Manager.

The full Practice Plan can be found on the Huntingdon Road Surgery website.

Highlights of the Key Objectives:-

1. Patient experience- New telephone system up and running. Monday mornings are still a drain on the system, which the practice is trying to improve.
2. Appointment Review System – more appointment or going on line, which is being monitored.
3. Review of Surgery Experience- Screens in Huntingdon Road surgery, they will have local business advertising on it to pay for it.
4. Promoting Lifestyle changes – health checks, trying to improve healthier outcomes.
5. Website development- continuing to improve, next step to minimise the text on the screen.
6. Growth - Developments in the area are: - Eddington on Huntingdon Road, Darwin Green, Girton Nursing home, a Dementia home, St. Edmunds College and the development planned on the Mount Pleasant site. These all will have a considerable impact on the Surgery. Just from the Eddington site there is estimated an increase of growth between 7/10 thousand people over 3years. Although there is a plan for a GP surgery there, people have started registering at Huntington Road Surgery. This is being closely monitored by the practice, as it will have an impact on staffing as well as the patient experience.
7. GP practices are being encouraged to work closely with each other e.g. merging, joint working arrangements.
8. Older people (Safeguarding Vulnerable Adults). A team is being developed to Identify and Manage patients with Frailty.
9. Safe guarding Children- the practice have identified a GP to lead on this.
10. Girton Pharmacy – Increase capacity in the development of Girton Surgery and Dispensary.
11. Staff changes - there is going to be a review of the Induction process.
12. Nurses - there has been a revaluation of nurses taking place from 2016, developing the use of skill mix, developing the role of Practice nurses and have Student nurses on placement.
13. District nurses – to be relocated to Signet Court. This will have an impact on Multidisciplinary meetings held at the surgery especially in the area concerning older people.
14. Online services- Developing the use of SystemOne, using text messaging and email more, access to records, considering electronic prescribing.
15. GP training - A second Partner to become a GP trainer.
16. Discussion Groups - people in their groups were asked to discuss ideas for future Patient group meetings. The outcome of the groups will be discussed in the next Committee meeting. (Not really enough for this.)
17. Report back to full meeting – not enough time for this.
18. AOB – not enough time for this.