Huntingdon Road Surgery Patient Group Annual General Meeting.

Wednesday 16th September 2016

27 people attended

1. 8 people sent in their apologies.
2. **Minutes of the previous Annual General Meeting** (17th September 2015): Agreed.
3. **Patient Group Chairman’s report**; please see attachment for the full report.
4. **Approval of new constitution**: Agreed. Please go to Huntingdon Road Website.
5. **The Practice Action Plan**: Need to re-align priorities.
6. Website: Improved, development ongoing.
7. Waiting rooms/reception areas: continue to improve. Needs more ideas for further improvement.
8. Increase in awareness of Patient Group: Improved and still increasing in numbers. Development needs to continue.
9. Sign post patient to appropriate services: Continues to develop.
10. Inform Patient Group on Commissioning: Cambridgeshire Commissioning Group (CCG) must reform as there as significant concerns on their Finance. The Locality teams have been disbanded. The CCG have to produce a recovery plan and restructure Commissioning Group. There need to be more clinicians in the group and less managers. A layperson will be recruited with an expertise in Finance. Must have good patient engagement, with a patient representative on the CCG.
11. Election of officers to the Patient Group:

Committee officers appointed.

David Faulkner – Chairperson

Robert Sanders – Deputy Chairperson

Yvonne Higgons – Editor for Newsletter and Publicity

Jackie Grimshaw – Secretary

Vanessa Connelly

1. Sarah West – Role of a Practice Manager:

Sarah gave a humorous and succinct talk of her challenging role as Practice manager. Ranging from organising equipment to be repaired, to project managing extensions (3) to the Huntingdon Road Surgery, planning the budget, supporting the Partners, recruiting and supporting staff ( a box of tissues are always handy!)

Sarah was asked to give advice to the planning and development of the Medical Centre on the University site.

Managing the CQC inspection; which meant gathering reams of paper work – policy and procedures, guidance, staff roles, health and safety and much, much more.

All needed to gathered, check and sent to the CQC in 2 weeks!

It was worth it, the surgery was awarded an “Outstanding” by the inspectors.

Sarah is retiring from the surgery after 14 years, we all wished her well and hoped she has a happy and fulfilled retirement.

1. Sarah Jane Cousins, now Operations manager at HRS, presented the changes that had been made to the HR website, answering questions and giving a demonstration of the changes.
2. Discussion Groups: 3 groups were formed to address priorities for the following year which will be collated, discussed and planed in the next Committee meeting.
3. Next Information meeting: “Avoiding and Dealing with Falls”. Date to be confirmed.
4. The meeting concluded at 20:15