

HIGH PARKS MEDICAL PRACTICE MINUTES OF THE ANNUAL GENERAL MEETING OF THE PATIENT GROUP

Date: 19th October 2023

Time: 1.30pm – 3.00pm

Place: Emmanuel Centre, Cliffe Woods

Present:

Dave Bowen

Christine Cavender

Jess Cross Practice Manager

Jerry Doyle Chair

Jenny Dunster Secretary

Dr Asser Ghozlan GP Partner

Kath Gilbert

Sue McDermid

Shivani Patel Deputy Practice Manager

David Townsend

Claire Butler Practice Co-ordinator

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The meeting was quorate.

	Item	Action
1.	Apologies for Absence Received and accepted from Mike Cavender, Jill Fanner, Sandra Fenney and Kath Johnson.	
2.	Notification of Any Other Business Jenny – Receptionist awareness of serious conditions	
3.	Declarations of Conflict of Interest None declared	
4.	Membership of the Patient Group (PG) Pat Tomlinson has stepped down from the PG.	
5.	Minutes of Meeting of 20th July Main and Confidential minutes had previously been agreed as accurate records by the Chair and the Practice Manager via email but the main minutes had not been posted on the Highparks' website.	Practice
6.	Matters Arising and Action Points <ul style="list-style-type: none"> • Sharps disposal – there has been a change in the protocol so the practice cannot accept them. Practice will check if local dispensaries/pharmacies will take them. • Stop-Think-Choose – posters are currently out of stock. The practice is planning to revamp the noticeboards in all 4 surgeries. • Practice is in discussion with Cliffe dispensary re issuing of prescriptions. Prescriptions are usually dispensed within the 5-day issue period (hand-in day does not count as first day). 	Practice Practice

	<p>All other actions had been completed or were on the agenda.</p> <ul style="list-style-type: none"> • It was noted that the dates of upcoming meetings need to be updated on the website. • It was agreed to request of the three Parish Councils concerned that Highparks PG main minutes are posted on the websites. Sue and Kath G to send Jenny the appropriate email addresses. 	<p>Practice</p> <p>Secretary Sue & Kath</p>
7.	<p>Chair's Report</p> <p>Jerry thanked all members and the practice staff for contributing to the improved working relationship between the practice and the PG and wished the new Chair well.</p>	
8.	<p>Memory Café</p> <ul style="list-style-type: none"> • 4 replies received from attendees – all were happy with the facilities, speakers and the food. Desired frequency of the meetings ranged from monthly to 6 monthly. Dr Ghozlan recommended 6 monthly - agreed. • The PG needs someone to lead future events – please let the new Chair know if you are prepared to do this. • The members who had attended the event had received good verbal feedback from both patients and carers. • Jerry thanked the practice for their excellent support of the event and hoped that future events would be supported by more PG members. • The practice will look into possible funding for future events. • Publicity about the event to be posted on the Highparks website, Facebook page and other social media, Jenny to draft. • A letter to be sent out to all attendees, thanking them again for their attendance and their feedback which will be taken into consideration for future events. Jenny to draft. • The Practice agreed to investigate if carers receive a pack once they have registered as carers. • The PG asked if Christian Caruana (Social Prescriber) could attend the next meeting. • The PCN team includes 1 mental health/dementia reviewer who visits patients (as directed by the Practice) in their homes. 	<p>PG members</p> <p>Practice</p> <p>Secretary</p> <p>Secretary</p> <p>Practice</p> <p>Practice</p>
9.	<p>Report from the Practice</p> <p>Members received the report at the meeting. Jerry requested that in future the report is available two weeks ahead of the meeting.</p> <p>CONFIDENTIAL MINUTES</p> <p>Q: Why are all GPs part-time? A: Highparks GPs collectively work over the ICB recommended hours; it's very rare for any GPs to be full-time (work/life balance and wellbeing); demand for GP services has outstripped provision nationwide.</p> <p>CONFIDENTIAL MINUTES</p> <p>Highparks is a training practice and has received great reviews concerning the Year 4 Qualified GPs and the Return To Practice GP placements.</p> <p>Cliffe dispensary has been audited by an outside company and there's a list of next steps to be undertaken.</p>	<p>Practice</p>

	<p>A new Reception Manager (now known as Reception Co-ordinator) has been in post for 2 weeks and is already having an outstanding impact.</p> <p>Q: Will the Christmas and New Year period be covered appropriately? A: Plans are being drawn up now.</p>	
10.	<p>Election of Chair and Vice-Chair for 2023/24 <i>Election of Chair</i> - The secretary took the chair. Dave Bowen had indicated that he was prepared to stand as Chair; no other member was proposed. The PG unanimously agreed that Dave takes the position of Chair for 2023/24. <i>Election of Vice-Chair</i> – Jill Fanner had indicated that she was prepared to stand as Vice-Chair; no other member was proposed. The PG unanimously agreed that Jill takes the position of Vice-Chair for 2023/24.</p>	
11.	<p>Any Other Business Can receptionists see, on a patient's record, if they have a condition that necessitates a face-to-face appointment under certain circumstances? This will be looked into.</p>	Practice
11.	<p>Confidentiality Items were identified.</p>	
12.	<p>Dates of Meetings, all Thursdays at 1.30pm at the Emmanuel Centre 25th January 25th April 25th July 24th October (AGM) (Proposed dates are subject to change)</p>	

Jerry thanked everyone for their attendance, offered his best wishes to Dave as the new Chair and closed the meeting at 3.23pm.

Signed

Date.....