

St Luke's Primary Care Centre – Patient Participation Group

Annual General Meeting Minutes

September 16, 2014

Present:

Joan Randall (Chair), Graham Jamieson (Practice), Alison Pound (Practice), Christine Churchman, Moira Chapman, Ray Chapman, Tom Tarry, Christine Page, Pauline Robinson, Geoffrey Beedell (Patients)

1. Apologies

Liz Tregonning, Catherine Donaldson, Shirley Brown (Patients)

2. Welcome

GK welcomed all to the AGM.

3. Introduction

GJ welcomed Alison Pound who is the new Practice Manager as of 1st October 2014. GJ will be leaving the Practice on 17th October 2014.

4. Chairperson's Report

See attached File.

5. Election of Officers

Chairperson	Moira Chapman
Vice Chairperson	Christine Churchman
Secretary	Geoffrey Beedell
Vice Secretary	Pauline Robinson

6. Retirement

Presentation made to JR (Outgoing Chairperson) by GJ on behalf of the Practice
CD has now resigned from PPG.

7. Practice Update

- Dr. Astbury retiring 31/10/14 – last day will be 17/10/14.
- Dr. Tanqueray to become Senior Partner.
- Practice to be known as St Luke's Primary Care Centre with effect 1st November 2014.
- Dr. Assad started 8th September 2014 and will be completing 6 sessions per week
- Sue Matthews (Nurse) retiring 28th November 2014 – Advert for replacement completed.
- EPS – Went live last week. Signs are good – should improve service. Full Audit trail available.
- Patient Partner – Soft Launch, due to a few teething problems. c1000 appointments per month. May require hard sell due to telephone system issues
- Building Defects
 - Awaiting scaffolding (was due 15/09) for whole of building. Work envisaged taking 5/6 weeks to remove 93 solar panels. Independent Roof Inspector to sign off work.
 - Internal Decorators to repaint every room on ground floor due to wrong specification paint being used.
 - Drains require resolving.
 - Car Park – Some strips to be replaced due to residual rain not draining away.

- Flu Clinics starting 20th September. Practice writing to all eligible Patients which is a costly but effective solution.
- Book Money Balance - £500.40
- CQC Development Opportunity – Completed with all suggestions
- Patient Questionnaire Opportunity
 - Mirrors CQC
 - Receptionist Modules introduced
 - Improve Telephone System
- Dentist – Lease signed 15th September for 3 years but to NHFT, not Dentist.
- GJ thanked PPG for support over the years – Had been a good Experience.

8. Next Meeting

18th November 2014 – 18.15hrs.