

PATIENT PARTICIPATION GROUP (PPG) MEETING

ANNUAL GENERAL MEETING

8TH APRIL 2014

RAMSEY HEALTH CENTRE

Patient members	
David Paine (re-elected Chair 08/04/14)	Peter Philipp (re- elected Deputy Chair 08/04/14)
Sandra Bell	Sue Conley
Kate Paine (minutes)	Maggie Furnlss
Don Howell	Jane Upward

RHC members	
Grace Roberts – Joint Practice manager	Julie White (Joint Practice manager RHC)
Margaret Edwards – Dispensary manager	

Apologies:	
Carole Broom (re-elected Secretary 08/04/14)	James Bell (Patient Member)
Madeleine Jackson (Patient member)	Michael Murphy (Patient member)
Linda Levi (Patient member)	Margaret Quincey (Patient member)
Jeanette Cooney (Patient member)	
Chris Miller (Patient member)	John Miller (Patient member)
Georgie Weir (RHC)	

AGENDA ITEM	ACTIONS
<u>Item 1. Introductions and Apologies</u> David Paine welcomed everyone to the meeting. Apologies were noted - see above	
<u>Item 2. PPG officers for 2014/15</u> The current officers indicated their agreement to continue in their posts. David Paine (Chairman) proposed by Don Howell, seconded Peter Philipp Peter Philipp (Vice Chairman) proposed by Jane Upward, seconded Sue Conley Carole Broom (Secretary) in her absence proposed by Peter Philipp, seconded Grace Roberts.	
<u>Item 3. Review of effectiveness of PPG activities.</u> The PPG felt that it was early days for any PPG effectiveness to be felt. However, it was agreed that the question of appointments was a priority. The results of the Dr. First survey would be studied as well as any other systems being considered by the Health Centre.	Carry over to normal business

<p><u>Item 4. Terms of Reference</u></p> <p>The Terms of Reference had been agreed at the last meeting however it was agreed that the second sentence of section 4.1 of the document should be altered to read as follows: ‘The PPG will act as a safety valve for dealing with concerns and complaints about the practice but these will be passed to a Practice Manager for resolution.’ It was felt that this would better conserve patient confidentiality. Agreed</p>	<p>Secretary to amend TOR</p>
<p><u>Item 5 Any Other Business</u></p> <p>Peter Philipp asked what was the protocol for patients’ complaints. Response: The Practice Manager is responsible for replying to any written complaints, but any discussion in a PPG meeting must be anonymous. Agreed</p>	
<p><u>Item 6 – Date of next AGM meeting</u> April 2015 at date to be confirmed.</p>	