**Patient Group (PG) AGM – 11th September 2019**

**Attendees**: Neil Paterson, Jean Harding, David Faulkner, Mike Hewins, Richard Catchpole, Jennifer Deegan, Robert Sanders, Simone Costello.

Reports from the Chairperson (Jean Harding) and the Surgery Business Manager (Neil Paterson) were presented. Jean Harding’s report is included in full below.

The meeting was advertised on the website, via the Huntingdon Road Walking group facebook site, and with posters in the colleges, St Luke’s Church, Blackfriars, Eddington Sainsburys and Oakington Garden Centre.

**Action**: Jean to send her report to Neil Paterson and Sarah-Jane Jarrold to go on the practice website.

**Action:** Reconsider the date of the AGM for next year as the GPs are all busy at this time of year. Tony Flynn is the named GP for the PG.

**Action:** Practice staff have started attending Coldham’s Common Parkrun about once a month and hope to encourage the patients to join them. Jennifer to ask about date of next staff parkrun to put it on website.

**Election of committee members:**

Jean Harding and Yvonne Higgons have resigned from the committee and David Faulkner has retired. We thank them for their long and devoted service to the PG and the Surgery.

Jennifer Deegan has taken on the role of Chairperson. Mike Hewins is staying on as a committee member, but not for the full year. Robert Sanders is staying on as a committee member.

**Next meeting**

The next committee meeting of the PG was set for the 2nd October at 6:30pm at Huntingdon Road Surgery.

**Chair’s Report 2019**

The PG began this year with two of us sharing the chair, Mike Hewins and I, and we have broadly alternated in the role at committee meetings. In place of Peter Conan we have been fortunate to have either Neil Patterson (Business Manager) or Sarah-Jane Jarrold (Operations Manager) at our meetings.  We have recently been joined by a new member, Jennifer Deegan, of whom you will hear more.

An initial objective for the committee was to continue work on preparing a fuller questionnaire.  Unfortunately, this work ran into several problems.  The need for Huntingdon Road Surgery (HRS) to comply with General Data Protection Regulation called into question the way that both the practice and the PG could now contact patients.  It has taken some time to decide the best way forward.    
  
Eventually the questionnaire was given to patients attending the surgery at the end of June. However the committee was pleased to receive a number of responses from HRS staff earlier in the year in answer to the question "what do you get out of the PG?"  
  
Newsletters have continued to be expertly prepared by Yvonne Higgons but have not all have been published on the website at the time intended. They are also sent to patients who have agreed to receive emails.   Newsletters depend on input from HRS and from the PG and some work has been done on producing a rolling plan showing NHS campaigns and themes. The PG has not had the resources to develop this further into its own action plan for the year as intended.

Yvonne has also produced our excellent posters and ensured that Open Meetings (OMs) are advertised in the Girton newsletter.   
  
The PG has held three Open Meetings during the year.  The first in October was used as an opportunity for obtaining views about key items for the questionnaire from those attending. The Meeting was also given to hearing Neil Patterson explain the Practice Plan, Staffing, and Extended Hours of Access to GPs.

The second OM was held in April to hear about Mental Health First Aid, and the third was held in July on the topic of Dementia, and Dementia Friends. Attendance at OMs has been disappointing, although an encouraging number of younger patients swelled numbers in April.  
  
The television screen in the waiting room has not been working for some while.  There have also been a variety of problems with the website during the year, particularly with updating it. It is now regarded as having some very good features but it is clear that more use could be made of it.     
  
There is an increasing feeling in the PG committee that communication to patients needs to be by email or through the website.  It is not efficient or satisfactory to rely on communicating with small numbers of patients who visit the surgery, read posters, or attend OMs. Our new and energetic member Jennifer Deegan is keen to use all the methods of communication that the GPs can approve.  Her target is to widen email membership of the PG, and maximise the effectiveness of the website.

I want to end by thanking our hard-working committee and also Richard Catchpole who continues to look after magazines and watch over both surgeries. It has been a pleasure to work with them, and I am particularly grateful to Mike for his support.

The committee is at a point of major Change.   
  
Early in the year it became clear that after 7 years our hard-working secretary Jackie Grimshaw was no longer able to get to meetings. She has now resigned. David Faulkner has continued to be a major source of advice and support this year.  He has now decided that the time has come for him to leave the committee.  He has served for 6 years on the committee and 4 years as chairman.  Yvonne Higgons has served on the committee since its inception in 2012. She is now leaving and I am not at all sure how the PG will manage without her. She will be sorely missed.  I hope that you will join me in thanking all our leavers, although Jackie and Yvonne are not able to be with us.

I regard myself a something of a Johnny-come-lately, in the wake of their long service.   I too am leaving. Mike Hewins will remain on the committee but wishes to step down from acting as half the Chair.

However, the Chinese sign for Change is made up of two characters: Danger and Opportunity. The future is yours.