First Annual General Meeting of the Bridge Cottage Patient Participation Group. February 16th 2017.

Present: J Green (Chairman) S Otty (Vice-chair) I Skidmore (Secretary), L Boon, P Brattle, H Jiggens P Jiggens, J Jacklin, R Jacklin, R Aubrey, J Gillman-Smith, A Gillman-Smith, A Land, A Trotter. A Nation, D Bell, B Northrop. D Crossley (Practice Manager).

Apologies: R Walker, J Carr.

Introduction: J Green welcomed attendees and thanked them for their interest. He introduced himself and the other officers and stated that the Constitution of the Group requires all members of the Group to stand down at the AGM and if they so wished to stand for membership for the subsequent year. Others present could also put themselves forward. It was agreed that this should take place at the end of the meeting. Proposals for and election of officers would take place at the next meeting of the PPG on 20th March.

J Green outlined what had been done in the first year of the PPG. PPGs are a national network of “critical friends” of their local Practices, disseminating information from the Practice and the wider NHS organisation, most particularly the East and North Herts Clinical Commissioning Group and feeding back to both comments and questions about both the Practice and the CCG.

While the PPG is a small group it is important that it is able to tap into the wider Practice population (16000) . The virtual PPG (vPPG) is a way of doing this, aiming to provide a cross section of that population. Currently 50 strong we aim to expand this further in 2017.

The PPG has set up a notice board in the surgery on which information will be posted. vPPG members will also get this information electronically. We aim to use the local parish magazines to put out information. We also aim to use the vPPG to solicit views and answer specific questions relating to the services provided by the Practice and the wider NHS.

Thanks to Paul and Helen Jiggens there are now local regular Health Walks, previously advertised on Streetlife and now on NextDoor and on the PPG notice board.

The priorities for the next year are:

To expand the vPPG to provide an broader representation of the Practice population.

To increase the two way flow of information on services provided by the Practice and the wider NHS

More frequent contact between the PPG and the Practice Partners to increase the value of the PPG to both patients and doctors.

In discussion it is clear that the appointments system is still causing confusion. The practice manager acknowledges this and we will be discussing with her and the practice how to make things clearer.

Anne Land volunteered to place a piece about the PPG in the Digswell magazine (Action IS).

Membership: In addition to those retiring members who wished to continue for another year Andy Trotter and Andy Nation indicated that they would like to become members. The next PPG meeting will be on 20th March, at that meeting officers will be appointed for the year.

The meeting closed at 8.30pm.