

Minutes of the Red House Patients Group (PPG) AGM

2nd May 2018

held at Vision Hall, Christ Church

Present - 55 attendees plus PPG members, Partners (Drs Gold, Sweeney and Gupte), Practice Manager (Lynn Delaney) and Assistant Practice Manager (Ann Chiparo).

Stuart Nagler (SN) Chair welcomed attendees to the second AGM of The Red House Patients Group.

Minutes of the 2017 AGM

Natalie Susman (Vice-Chair) reported that there had been 70-80 attendees and the guest speaker Katie Fisher, Chief Executive of West Herts Hospital Trust.

The minutes were agreed.

Chair's Report

Stuart Nagler (Chair) gave the Chair's report which covered the role of the PPG with them acting as a 'critical friend' to the practice and a voice to the patients and that the aim was to continually try to improve the visibility of the PPG.

Since the previous AGM, the group had produced newsletters, a patient survey, held stalls at the Radlett and Shenley fetes, a Carers event and also a Healthy Living event in conjunction with Radlett Library. The plan for the forthcoming year was to hold a Dementia event.

The Red House car-park had been improved and more visible signage.

Non attendance (DNA) of appointments were still a cause for concern, although the previous month's figures for the Red House had been 129, which was the lowest it had ever been.

Running costs for the groups were estimated at £1,500 for the year which was funded by the partners.

Two events were announced, firstly PPG Awareness week in June and also the NHS 70th Birthday with an event taking place in Harpenden on 5th July.

Election of the Committee

Alex Evans had stepped down from the group during the year and Gill Balen, Christine O'Donoghue, Barbara Hordern and Sally Pochin had resigned since the last meeting. SN thanked them for their service.

It had been decided at a meeting that the group would be increased to twelve members and the Terms of Reference had been amended to reflect this.

All current members stood down and were re-elected as follows:

Stuart Nagler, Natalie Susman, Peter Court, Susan Deacon, Hannah Gottlieb, Jeff Land, Kumar Moorthy and Miriam Moore.

Potential new members had been interviewed by members of the group and it was proposed that Gill Rogers, Helen Deitch and Shirley Bury join the group and this was seconded.

AOB

Several questions were raised which were answered by the Chair, GP Partners and Practice Manager. These included an improved process for DNA appointments where suggestions were welcomed; plans to move the premises, there were no current plans and also the interface between primary and private care which was answered by Dr Sweeney.

There were positive comments from some attendees on healthcare in the area.

The meeting was closed and a talk by Oliver Dowden, MP followed.