

ANNUAL GENERAL MEETING OF PATIENT VOICE, THE OAKS SURGERY, SWANLEY

Minutes of AGM held at 7pm on Monday 16th September 2019 at the Clocktower Pavilion, St Mary's Road, Swanley

Present:

Harry Chapman, Dr H. Clayton, Lisa Ebers, Jackie Griffiths, Ken Grist, Lynne Rhodes, Alan Thrussell, Ray Harris, Joyce Watts and Liz Davies, (members of Patient Voice)

Anita Allen, the new Practice Manager, and Dr Helen Clayton from The Oaks Surgery were also in attendance as well as 6 members of the public.

Joyce Watts (Chair) opened the meeting and welcomed everybody.

1. **Apologies for Absence:** from Peter Mitchell (PV member)

2. **Declarations of Interest:**

There were no declarations of interest.

3. **Minutes of Last Meeting**

The minutes of the last AGM held on 17th September 2018 were agreed, proposed by Harry Chapman, seconded by Dr Clayton and signed off by the Chair of PV, Joyce Watts.

4. **Matters Arising from the Minutes**

There were no matters arising from the last Minutes

5. **Presentation by Justin Bateman, CEO of North Kent Mind**

Justin gave a very informative briefing on the role of MIND in relation to our NHS Mental Health services locally. He outlined the numerous therapies, courses and facilities available to clients of MIND including a drop-in session in Swanley itself, which will soon be remodelled. He also introduced the audience to Rebecca Smith, a trainee from MIND, whose particular area of work was in schools working with mental health issues among young people. Justin left leaflets on MIND's services which were very welcome.

Joyce Watts thanked Justin Bateman for his excellent presentation and welcomed people to a refreshment break.

6. **Patient Voice Annual Report**

The Chairman's Report 2019 was written and given by Joyce Watts. Joyce outlined the various activities that Patient Voice had been involved in over the past year including producing regular newsletters for patients and

organising a Health Event (Meet the Emergency Services) which was held in May half term week to attract families.

JW said that The Oaks had received a "Good" result from its inspection by the Clinical Commissioning Group (CCG) and members from PV had met with the Inspector during her visit to the surgery. (PV's Annual Report enclosed.)

Jackie Griffiths (Vice Chair) briefly outlined news from a recent Patient Participation Group conference she had attended; Patient Voice is the PPG at The Oaks surgery. She confirmed that it is mandatory that all surgeries must now have a PPG and they will be inspected in the future. There will also be more "listening groups" via the CCG website, and urged people to visit this website to comment on the various public consultations taking place regarding urgent care replacing A & E and other possible changes. Jackie said that other surgeries are facing similar problems as our PV in trying to recruit new younger members to join their patient participation groups.

7. Questions & Answers

Alan Thrussell commented that PV has a patient reference group as well as Patient Voice itself, and asked whether PV could consult them as a sounding board about any issues/ideas, and urged that they should be used more. Other PV members commended this idea.

(This item to go on Agenda of PV's October meeting.)

8. How can you be involved in Patient Voice

Joyce Watts is keen to recruit new members to Patient Voice, especially younger people in order to have their views represented. She has suggested that if anyone is interested, they be invited to come along to a normal meeting to see what it entails.

9. Any Other Business

Joyce advised the meeting that she will be standing down as Chair of PV at our October meeting when we have our elections but will remain a committee member.

Dr Clayton said that the surgery continues to be grateful for all that PV does for the surgery.

Joyce Watts thanked everyone for attending the meeting and reminded the audience that this year's Flu Clinics at the surgery will be on 21st September, 12th & 26th October. PV members were asked to attend these clinics if possible, help guide the patients and give out PV newsletters.

10. Date of Next AGM

To be decided

Recorded by Liz Davies

Secretary, Patient Voice, The Oaks Surgery, Swanley - 18th September 2019