**LIMES MEDICAL CENTRE**

**ANNUAL GENERAL MEETING**

1. **MARCH 2016**
2. Welcome from chair to those present…. Alan Lloyd, John Stocks, Sharon Parkes-Rolfe, Jenny Croote, Dr Jo Southcott, David Burrows, Donna Lee Cope, Jane Martin, David Hoon and Anne Scott.
3. No apologies were received.
4. There were no matters arising.
5. Report for the year 2015-16. This was accepted as an accurate record. Copy is attached to these minutes.
6. Election of officers. The following were duly elected
7. Chair. Alan Lloyd
8. Secretary. David Burrows
9. Nomination of representatives to other bodies. Alan Lloyd and John Stocks to represent the PPG on Hardwick “PRG/PNG” meetings (who goes to which dependent on agenda). Gill Orwin from Hardwick Clinical Commissioning Group to be invited to next monthly meeting to discuss interaction between PPG and these other bodies.
10. No other business was notified to the secretary for discussion.
11. Closing comments. AGM next year scheduled for the second Monday in March. (13th March 2017)

Limes Patient Participation Group

Annual Report

April 1st. 2015 to March 31st. 2016

This year has seen continued growth in membership numbers. We now have 14 members despite having lost 3 existing members along the way. Our thanks go to Angela and Malcolm Hodges, and to Andrea Swanson. They were very active members of the group who left during the year and their input will be missed.

The group meets on the second Monday of every month with the meetings lasting for approximately an hour. In the year just gone we will have had 11 meetings. Members of the group are also invited to attend meetings convened by the Hardwick Clinical Commissioning Group the “Patient Reference Group” and the “Patients Network Meeting”.

There have some been changes in the practice over the last year perhaps the most important of which was the inception of a weekend surgery pilot. The 2014/2015 survey had highlighted a need for extended hours and the weekend pilot has certainly had an impact on the situation. This years survey reflects well on this new service with a high degree of patient satisfaction.

Once again this year the PPG created a patient questionnaire which was distributed during the period from 14th. December 2015 to 23rd. January 2016. The results were compiled and interpreted by members of the group. After due consideration an action plan will be created to deliver on the survey results where appropriate. It is likely that work will be done this year on reducing missed appointments and improving patient awareness around the “Online System”. The results of the survey can be found on the practice website with hard copies available in reception.

The recruitment process for new members is ongoing with the reception staff in the front line of this process. New patients are given an information pack which includes PPG information and they are asked if they would like to be a part of it. We aim to continue to grow PPG numbers during this coming year.