

PPG Minutes, AGM, 14th March 2024

Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

- 1) **Chairman's welcome** – Mick welcomed us to our AGM, a brilliant turnout. Also our visiting speaker, Dr Guru Singh
- 2) **Those present** – Mick Gregory (Chair), Helen Davison (Vice Chair), Carole Jefferson (Secretary), Bhasker Khatri, Anne Lockley, David Jefferson, David Meredith, Emilene Zitkus, Ian Farnfield, Melissa Hadfield, Sandra Mould, Shirley Siriwardena, Paul Hanlon (Business Partner and SIRO - Charnwood Community Medical Group (Practice)).

- 3) **Apologies received**

Peter Lewis,

- 4) **Approval of minutes of our last AGM, March 16th 2023 and matters arising**

The minutes of March 16th 2023 were approved.

- 5) **Dr Guru Singh**, our visiting speaker

- a) Dr Singh gave us a most entertaining talk, recounting his 'journey' from his birth place in Kenya in the town of Eldoret, to Rosebery.
- b) It is a town high up in the White Highlands in Kenya, close to the Ugandan border. The town has three distinct 'quarters', European, Asian and African. They raised the best athletes in the country. Dr Guru was brought up, as all in the town were, as a .British citizen, singing the National Anthem every morning.
- c) As a child, he learned about British geography by studying the football tables!
- d) He developed a passion for medicine, following the example of his own family doctor and after leaving school, went to Medical school in India.
- e) As a British National, he was unable to get a job in Kenya, but on advice from his sister, who was working at Great Ormond Street, he looked for a job in Britain.
- f) Following his language and other assessments in Colchester, he found a job at Black Knotly Hospital near Braintree in Essex.
- g) When his contract ended, he found a position at Queen Alexandra Hospital in Portsmouth. There he practised surgery and met his wife!
- h) After two years, he had to find another job and applied to be a GP in Shepshed, which he enjoyed for the next thirty years.
- i) Then he retired... not. He found a part time position at Bridge Street in Loughborough. During that time CCMG had moved into the new building on

Rosebery Street, with minor surgery facilities and he took a part time position at CCMG, performing minor surgery. He is still with us

j) Q – Why was it difficult to get a job in Britain, were the qualification not recognized?

A – the qualifications were recognized but I think that a degree of discrimination played a part

k) Q – If you had your time again would you do the same thing?

A – I love patients and on balance, yes and I would be a better doctor. You are always learning. Patients care is better if they see the same doctor at every appointment.

l) Paul – we can achieve that to resolve a single episode but not for a lifetime.

GS – it is difficult now to see a doctor the same day that you request an appointment. You used to be able to go to the surgery and wait and you would be seen. More investment in the service is needed.

Physician assistants (associates) can be a good thing but they need to be identified as such and should operate only within their mandated guidelines.

This was a really interesting talk – it speaks volumes about Dr Singh's drive and determination to achieve what he has and has become a very well-loved Doctor on the way. He is doing a very valuable job for us at Rosebery.

Mick thanked Dr Singh on our behalf and he promised to return for a second gig.

6) Chairman's Annual Report

- a) This was circulated previously. Thank you, Mick,
- b) Points to note
 - i) Over that last year, we have worked hard to support the Practice in a very practical and positive way. There has been much to discuss and all of it has been positive never negative in any way
 - ii) new roles have now been brought in through the PCNs and are working to help patients
 - iii) Mick thanked everyone in the group for their hard work and support, the management team, Carole for her sterling work as our Secretary and Paul, without whom our PPG wouldn't be able to function
- c) Carole thanked Mick for his hard work and stewardship over the year. He does such a lot in the background that we never hear about

7) Practice and Federation news

- a) Since our last AGM, the Practice has survived which is in itself an achievement considering the funding problems in General Practice. There were also major developments – the new telephone system and the new appointments system.
- b) The telephone system was discussed with the PPG and outgoing messages were tweaked. They were recorded by PPG group members. The system formed the basis of a quick patients' survey during the mass flu vaccination session in September and the outcomes were very valuable to the partners.

- c) The new appointments system was also completely overhauled. Patients up and down the country complain that they had to join an early morning dash to the phone and many even then can't get to see their GP. The new system was introduced in August 2023 and was also commented on in the patients survey.
- d) During 2023 the Practice seemed to be in a state of constant change, responding to requirements placed on us not only by NHS England but our deeply held wish to improve our service to our patients. GP Practices seem to have been in a state of constant change for many years.
- e) During the year, Drs Jin, Odebode and Dr Andrews left as they pursued careers elsewhere in this country and overseas. We were really pleased to welcome new GP colleagues Drs Johal, Maile, Idowu and Mayagerimath.
- f) Looking forward to the rest of 2024, we are working hard again, to survive!
- g) The new GP contract has come, to further demoralize a service already under great strain. GPs can't say, hand on heart that we are as good as we used to be or want to be. We can manage only those things that are within our purview. Many things that are required of us are external pressures, over which we have no control. Dealing with negative feedback is difficult for all of our team.
- h) The financial projection is very difficult. All costs are increasing in excess of the funding we have been given by a huge amount. The new living wage is coming in, which applies to many of our team. The cost of our utilities is increasing as everyone at home is experiencing.
- i) There may be action taken at some stage over the year, we don't know by whom when, or how it will be organized. The BMA will be hoping for support from patients – any form of action doesn't sit well with anyone who works in the Health Service.
- j) But we are not sitting still, we have work to do!
- k) The annual review system – recalls, reviews and drugs reviews, also the cycle of blood tests needed should be complete by April.
- l) This means that by April, every major system in the Practice will have changed and we are hoping that there will be a period of stability to let everything settle down.
- m) We are now in a position where we have more GP time and admin support than we have ever had and we still can't get everything done due to pressures out of Practice control.
- n) Comment – there is a difference in the rhetoric between what the general public is being told through the media and the actuality.
- o) Question – The ICB recently ran an online survey of patients' views (closed 10th March 2024). So far, no analysis has been published.
- p) comment – Mick thanked Paul on behalf of the group for a very frank and insightful report. Our thanks go to the Practice for their hard work on our behalf in this incredibly difficult time

8) Consideration of the Constitution

- a) This has to be done very year at the AGM
- b) We considered it and no changes were deemed necessary

9) AOB

- a) There was no further business

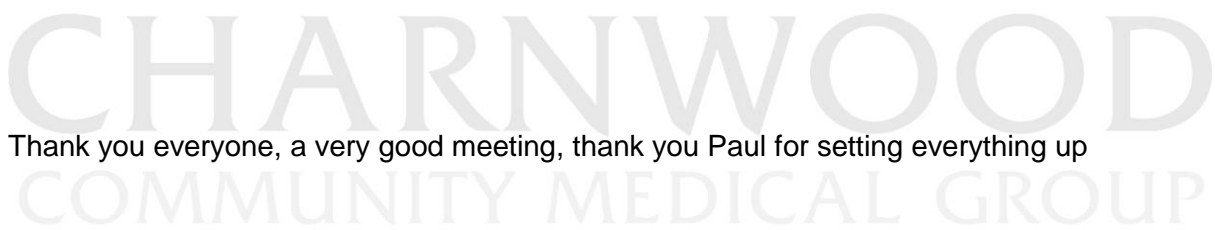
10) **The AGM closed** at 18.20

11) **Election of the Management team**

- a) Paul took the chair
- b) There was one nomination and second for the role of Chair - Mick Gregory. Therefore Mick was duly elected Chair *nem con* for the coming year.
- c) Mick took back the chair
- d) There was one nomination and second for Vice Chair - Helen Davison. Therefore Helen was elected Vice Chair *nem con* for the coming year
- e) There was one nomination and second for secretary - Carole Jefferson. Therefore Carole was elected secretary *nem con* for the coming year
- f) The election for the fourth person – the procedure was detailed on the agenda for this meeting. Carole will follow up with a message round, to tell colleagues how to proceed.
- g) Mick thanked the group for their confidence in the team.

The meeting closed at 18.25.

Our next meeting will be a business meeting on April 11th 2024



Thank you everyone, a very good meeting, thank you Paul for setting everything up



Minutes were agreed and signed as correct..... (Chair) Date.....