

**MINUTES OF THE ANNUAL GENERAL MEETING OF
LISTER MEDICAL CENTRE PATIENT SUPPORT GROUP
WHICH TOOK PLACE ON WEDNESDAY 6TH MAY 2015 AT NOON AT ST.
JAMES CHURCH**

PRESENT:

Officers: Brian Cooper (Chairman, Treasurer and Acting Secretary), and Sheila Smith (Fundraiser).

Members: Eddie and Margery Collier, Barbara Foster, Harry Harrison, Lin Merrell, Patricia Robey, Mr and Mrs Swallow, Mrs Margaret Remfry and Moyna Strowman. Surgery Representatives: Tracey May, (Practice Manager) Pauline Dawes, (Reception Manager) and Alison Gamblin (Lead Practice Nurse).

1. Welcome by the Chairman:

The meeting convened at 12 noon when light refreshments were available until 12.15 pm., at which time the Chairman opened the Meeting, welcomed everybody and thanked them for coming.

2. Apologies:

Apologies were received from Isobel Eckersall, Joshua Jolles, Christine Lockwood, and Jim Mindham.

3. Minutes of the previous Meeting:

The Minutes of the AGM held on the 14th May 2014 were approved without amendment and signed by the Chairman.

4. Matters arising:

There were no matters arising on the Minutes.

5. Chairman's Report

I wish to start by thanking my fellow officers for all their work and support during the year. Also I wish to thank the Vicar of St. James for allowing us to use the Church for our meetings and Margery and Eddie for everything they have done to assist us. I wish to thank the Practice and their staff for all their support during the year. I wish to thank you and all our members for your continued support.

This year has been a stand still year. We know from the Patient Survey that only a few patients are interested in joining a patient support group. We must catch them if we can. We need to work and think harder towards the objective of gaining new and if possible young members. This will be a determined programme for 2015/16.

As to the rebuild, I had the privilege of addressing the Council Planning Committee in support of the renewed application and thankfully Planning Permission was granted with genuine prospects that the matter will now proceed to a satisfactory conclusion, In a

discussion with the Harlow Health Centres Trust I learnt that a recent meeting by that Trust, their Solicitors and the Council counterparts was a very good one, when the way forward was agreed. There is to be another meeting in June. The Trust is to meet on the 15th May along with their surveyors, valuers, financial advisers and lawyers to prepare for the meeting with the Council in June. I will keep in touch with the Trust and report again at the next meeting or earlier if appropriate.

We have had some interesting speakers during the year and efforts in this respect will continue.

The Chairman said he had continued his active part in the Harlow and District Health Care Forum which is now self-administrated has secured funding and is organising a conference at the Leisurezone on 1st July 2015 at 10 for 10.30 am continue with sessions in the afternoon and evening on various aspects of mental health. A flyer is being produced and if possible it will be circulated to our members. There will be a parking concession for delegates. On arrival you will need to register at the conference room, pay the concession fee and receive a token to enable exit from the car park. Details concerning refreshments will be noted in the flyer. If anyone does wish to attend a session please let me know and I will give your name to the Chairman so that you may be catered for.

Before all that, the next meeting of the Forum is on Wednesday 17th June 2015 at 6.pm in the Red Room at the Latton Bush Centre. You are cordially all invited to attend.

On the 27th February 2015 your Chairman attended a similar Conference at the Leisurezone run by the Princess Alexandra Hospital Patient Group. They explained the purpose of the Group and the work they have undertaken to improve the health care services at the Hospital. Various other groups attended and there were stalls set out to explain their services within the NHS. This also will be a feature at the Forum Conference. A very interesting talk was given by the Professor in charge of infection control at the hospital. What she has done to control infection is truly outstanding keeping incidents to a national record low. One of her themes was “only use antibiotics if you have to – the bugs are biting back”.

On Friday 10th April 2015 your Chairman attended a meeting of what is now the Medical combined with Urgent and Ambulatory Care Users Group. This now provided an overarching forum to discuss most of the health care services provided by the hospital. The main topic at the meeting was the progress of meetings to improve the bus service to and from the Hospital (in which respect good progress has been made) and the new Ambulatory Care Unit now established in a permanent home. It has been supplied with up-dated equipment and has been very pleasantly decorated. We had a walk round the Unit and were impressed with what we saw (as were a couple of patients there to be treated, who volunteered their opinions.) The next meeting is on the 6th June at 10.00 am in the quiet room at the assessment unit.

One of our members attended a meeting of this group during the year and I would like to thank her for her time and commitment.

Yesterday during the morning and afternoon your Chairman attended Princess Alexandra Hospital as part of the Patient Group participating in a survey of patients and visitors concerning transport issues as part of the campaign to improve bus services at the hospital.

If anyone has an issue they would like to raise at any of the groups mentioned please give me a ring.

I LOOK FORWARD TO A SUCCESSFUL YEAR AHEAD.

6. Treasurer's Report:

Our Accounts have been certified.

We still have a sound financial position.

On the General Account side we have a credit balance at the bank of £605.66 (last year £680.30). and on the Stan Batho side £1739.25 (last year £1207.46) a current total of £2344.91.

Total expenditure on the general side was £119.49 made up as to catering £42.99, postage £32.26. Ink for printer £22.99. Lottery Licence £20.00 and £1.20 cardboard for posters in the surgery.

Income has been minimal this year: £6.70 interest (less income tax of £1.34) and £25.57 contributions to catering. Thank you very much for these donations – there is just a deficit of £87.22 as a result. Well done indeed.

During the year £80 has been withdrawn from the bank to cover expenditure.

Expenditure for the Batho side is for the purchase of the Calibration Syringe and the Blood Pressure Machine £364.04. The petty cash float of £4.17 was transferred back to the general account (this was needed only during the fund raising period).

IF ANYONE WOULD LIKE A COPY OF THE CERTIFIED ACCOUNTS PLEASE LET ME KNOW EITHER TODAY OR GIVE ME A RING.

7. Fund Raiser's Report:-

Sheila said that not much had been done this year as she had had a horrendous year and simply didn't have time. She would try to consider some things over the coming year.

8. Practice Manager's Report:-

Tracy said that both Dr. Tully and Dr. Mistry were on long term sick leave but both were hoping to return in June. The new telephone contract had been signed and the system should be running soon. We requested to be kept informed, On matters of opinion expressed by Harry Harrison, which included turning away new patients, Tracy said that efforts will be made to improve the environment at the surgery but taking into account the limited options and the intended move to new premises. As to the rebuild, a revised surgery plan had to be

submitted to the health authorities to comply with government policy of week end opening hours and this has been done, As to stopping registering new patients Lister House is an NHS Practice and must comply with Statutory Regulations which prevent this. Steps constantly are taken to improve the service at the surgery but recently there has been a spate of absences through prolonged illness and there is no room left to facilitate expansion. As to the meaning of a VIP patient the objective is to identify a vulnerable individual patient within the practice to see him or her to agree on a care plan with periodic review so that any emergency can be dealt with at GP level, thereby preventing admission to hospital, this is a project undertaken by the practice in conjunction with the Commissioning Group.

9. Election of Officers:

The Chairman said he had received no nominations in respect of any of the Offices of the Group up for election but he offered himself for re-election as Chairman and Treasurer. Sheila Smith said that she would offer herself for re-election if no other volunteer wished to take on the responsibility. None came forward so her offer was accepted. Moyna Strowman offered herself for re-election as Secretary. Each individual asked for a proposer and this was forthcoming from Barbara Foster and seconded by Lin Merrel.

On a show of hands Brian Cooper was unanimously elected Chairman. On a second show of hands Brian Cooper was unanimously elected Treasurer. On a third show of hands Sheila Smith was unanimously elected Fund Raiser. On a fourth show of hands Moyna Strowman was unanimously elected Secretary.

10. Any other business: There was no other business but for:-

A. Speakers for Meetings, We will continue to secure interesting speakers.

B. Date of future meetings: 15th July, 14th October, 10th February 2016 and AGM 11th May 2016

There being no other business the Chairman thanked all those present for their attendance and the meeting closed at 1.15.

Chairman/Treasurer: Brian Cooper, 28 Deer Park, Harlow Essex CM19 4LD. Tel: 01279 430637.

Fund Raiser/Caterer: Sheila Smith, 58 Brooklane Field, Harlow, Essex CM18 7AT. Tel: 01279 432838.

Secretary: Moyna Strowman, 38 Peterswood, Harlow, Essex CM18 7RL. Tel: 01279 432515.

Footnote:

As you are aware Lister is in the process of changing phone supplier to a local number.

Patients can use the following number with immediate effect: 01279 639 791

Please note:

Calls to 0844 will continue to be answered until further notice