

**PATIENTS PARTICIPATION/REFERENCE GROUP
CHAIRMAN'S ANNUAL REPORT**

MAY 2013-MAY 2014

At the 2013 AGM, having given previous notice of intent, Judith Durrant resigned as Chair and Pat Bruce resigned as Secretary. For years Judith had guided the Group after its founder, Alf Churchhouse, had stepped down. Together they had attended many meetings of the PCT during our bid for a new, fit for purpose, Health Centre. Judith also made many contacts from which your present committee has benefitted and which has helped provide Speakers. We paid tribute to Judith, Pat and the then committee at the 2013 AGM, but I would like to thank them again for always being ready to support and to give guidance. Further, Judith offered to continue to notify and check the security and opening arrangements of the Health Centre for our meetings. Pat Bruce, because of her previous experience as Secretary, and Alf Churchhouse, with his vast experience of the NHS, have added their knowledge as members of the present Committee. I thank them all including members of the previous Committee who have continued to serve on the present one

Because no one else was willing to take it on, rather than let the group lapse after so long, Jean and I agreed to take it on, initially for a period of one year. However, because of arrangements in place at that time, we extended our offer to two years, depending, of course, on the voting and wish of the members at this AGM. This also meant that the plan that I had submitted to the Practices could also fall into place. This plan reduced the meetings each year to 6, of which two would be taken by a Doctor from each Practice and two others would be appropriate outside speakers. There would also be an AGM and the Christmas Social, thus making six meetings in all February, March, May, September, October, and December. This was accepted by the Practices. To put this in operation straight away after the 2013 AGM was impracticable because Speakers had already been arranged for the remaining more frequent meetings of 2013 as well as the financial arrangements for the provision of security, as it proved, up until end of April 2014.

I have been indebted to Pat Bruce, Alf Churchhouse, John Featherstone, Anne Mitchelson and George Rogers, who agreed to stay on as members of the Committee and have contributed fresh insights and contributed to a busy year. Jean has spoken of the excellent speakers chosen by your committee of last year. During the year we have assisted the Practices, together with some of the group members, (we hope we can improve the number of volunteers) by distributing survey forms, during the flu vaccination period. Members of the committee later met with each Practice to discuss the results and made suggestions to assist in improvements which were accepted where they were not already in hand. We also approached the Manchester Traffic unit about improving the delay at the pedestrian crossing outside the Health Centre. Not only was this agreed but they also promised the new brighter traffic lights and both promises have been kept. We have written to our MP about 111 asking that he lobby the Minister of NHS England about its short comings and requesting that Stockport CCG be allowed to retain the very successful services of Master Call to meet our emergency out of hours Medical Services and Stockport have been allowed to retain this service. We have also written to him concerning the issue of Care Data, the lack of information and the time element. Obviously this had been an issue raised by many as shortly after our letter it was announced that there would be more information and people would have more time in which to decide whether to agree or to decline, in writing, to their doctor, for their medical details to be released. We have also recently

written to our MP, with copies to the other Stockport MP's, concerning the allocation of funds to The Stockport CCG. The formula used by NHS England has resulted in an allocation to Stockport considerably below that of Salford. This was on the basis that Salford has a younger population with children some of whom are in a deprived area. This seems to ignore our quite big deprived areas and the fact that there is a larger elderly population in Stockport, with the consequence that there is a very high demand on GP and Consultants for diagnosis, treatment and care.

In October of 2013, Mrs. Margaret Burns, Chair of the Ratepayers Association, organised an exhibition in the Public Hall at which all the Heald Green Clubs and interest Groups were invited to display what they were about and when and where they met. Members of your Committee organised and manned a stall with leaflets about The Heald Green Patients Participation/Reference Group. Much interest was shown by the many people who came and we were able to add a number of people to the list of those who wished to be kept informed of meetings.

During the year the numbers at our meetings have, at times, been disappointing even though efforts have been made to advertise through posters, web site, email and via the circular call up sign in the reception area. Unless we can generate better attendance at all our meetings, generous as they are, our practices might have to question whether the expense of the provision of security and the closure person is value for money. I do thank the previous PCT for their generosity in providing the finance for this and our Practices for meeting the expense of our Christmas Cheese and Wine Evening. This was well attended by our doctors and Nursing Staff, and invited visitors, including the Clinical Chair of the Clinical Commissioning Group, Dr Ranjit Gill, who thanked the Group for their support. Our thanks are due to the CCG for their ready support with information and advice and the offer of the loan of equipment. There was rather a disappointing attendance by our own members, unfortunately, However we look forward with optimism and will continue to improve our advertising techniques and we do take note that the talks by the Doctors, Practice Nurse and the District Nurses were well supported and appreciated.

During the past year, some of our members have attended meetings organised by the CCG to explain what is happening in the NHS. Also Christine Morgan, George Rogers and I are members of the CCG Patients Panel in which our views are sought on such matters as priorities and budget allocation. This is why we are able to impart information of this kind from time to time.

In my final remarks I must thank Jean for undertaking not only the Secretarial duties so efficiently but also keeping the Chairman up to scratch and being his second memory. There is also one other person I must thank and that is Janine the Practices Manager.

Despite our many calls on her time, our many queries, (and moans) she has always shown patience and support which we really appreciate. At this moment in time she has been seeking funding for us to continue our meetings in our Health Centre which obviously has a bearing on whether we are able to continue as a Group and I can say this evening that thanks to her and our Practices this will be found. Lastly a big thank you too, for all of you for attending this umpteenth AGM of our Group. Long may it continue!

