**Summary of AGM & Patients’ Voice Meeting – 25th April 2017**

The AGM began with a presentation on Bowel Screening by Karina Beeke of Bowel Cancer UK and this was followed by a presentation on Breast Screening by Julie Thomas from the Breast Screening Service. Both presentations were found to be very helpful and informative and patients in the practice are advised to make full and timely use of these services as appropriate.

The Chairman gave his annual report and referred to the nature of the current representation on Patients’ Voice (PV) which includes several members with a professional medical background and others that are able to give a layperson’s perspective. The group has a good geographical spread in the practice but has a significant proportion of retired members and would therefore appreciate an additional input from younger, working age patients and those with young children.

He referred to the fact that the primary remit of the group is to serve the specific interests of the practice but members had also been involved within the wider context of NHS developments at county and national levels.

The Chairman acknowledged the enormous contribution which Doctor Stanford had made to the practice over many years and this was echoed by all present, who similarly wished him all the best in his well-deserved retirement. The Chair also offered his best wishes to Dr Bailey in her new role as Head of Practice and his thanks to all of the team for their continuing hard work on behalf of their patients.

Following the AGM the group held its regular business meeting.

The group heard that the practice had received a plaque to commemorate the ten years that it had been working with Keele University as a Training Practice. The Practice Manager noted the thanks of the practice staff to all patients for their acceptance of students during consultations.

An issue had been raised by PV representatives regarding the text reporting system for test results whereby this sometimes initially alerted patients to the need for a follow-up appointment when it later turned out that this was not in fact necessary. The Practice Manager explained that this had arisen because the automated texting system was not always able to take all relevant factors into account for an individual patient when classifying a result as not being “normal”. She is now looking into this to try to avoid it happening in future.

Various reports were received with regard to a range of NHS developments currently taking place elsewhere in the county, many of which still give rise to much concern and uncertainty.