

MINUTES OF PRACTICE PATIENT PARTICIPATION GROUP (PPG)

WEDNESDAY 9th November 2011

PRESENT FROM PRACTICE:

Karen Cakmark (KC) Operational Manager
Nasima Patel (Company Secretary)

PATIENTS (PPG):

Caroline Brown, , Harvinder Dhingra, Gurbax Dhingra, Marina Duncombe, Rebecca Hemming, , Peter Rekhaye, (chair)

MEETING: 7.00pm –8.00pm

1. KC opened the meeting thanked everyone present for attending
2. KC reiterated the ground rules displayed.

3. PPG Group Business

3.1 PR, as chair, welcomed all present.

3.2 The minutes of the previous meeting were accepted as a full and accurate record. It was noted that JS had not received emails or the minutes, the email address to be checked. In future it was hoped that the minutes could be accessed via google docs.

ACTION: CB

CK confirmed that there was a PPG section on the Practice website with an email address link for patients to contact the PPG. There was a discussion concerning access to the messages and who would respond. It was agreed that the secretary would have responsibility for this.

ACTION – CK to make email accessible to CB

NP to upload contacts

CB to access emails on a regular basis and liaise with group

4. PPG Work Plan

4.1 Getting to know the members

It was agreed that photographs of the members of the group could be displayed on the PPG noticeboard to help patients identify members.

These will be taken after the meeting.

ACTION: RH

4.2 Feedback from PPG sub-committee re patients with long term conditions

PR summarised the purpose of the sub-committee meeting

KC explained the long term conditions project (Taking Charge Programme) which was available to patients and that doctors would let patients know about this and or the PPG and request consent to them being contacted.

There was a discussion on training needs of the PPG members for taking calls or dealing with patients and concern expressed that some patients may have issues which members of the PPG were not trained to deal with and therefore may not help the issues.

It was agreed that the emphasis would be on encouraging patients to join the Programme.

JS mentioned Forest Gate friends as another form of support and suggested that Noreen from the group be invited to a future meeting.

MD mentioned the "Supper Club" as further form of support – the group offers a wide range of activities, further details to be sought and leaflets to be available at the practice.

JS referred to the project where medical students had been calling those in this category and asked for further details of the outcomes.

CK confirmed that the information was very recent and the data was still raw and had not been analysed in detail yet.

The group were unsure of the full details of the Taking Charge Programme ie length of time of meetings, size of group etc. It was agreed that the contact for the programme be emailed for further information.

ACTION: CK

4.3 PPG Survey

CK presented some areas Dr Parmar had requested that the group discuss as possible survey subjects:

- Opening Hours

- Facilities
- Email and other forms of contacting the surgery
- TV in reception for health messages

There was a discussion regarding these issues and being mindful of not raising expectations that could not be met. It was agreed that a PPG sub-committee meet prior to the next meeting to discuss the survey in further detail.

ACTION: PPG

Date of next meeting

18th January 2012 – 7pm