

**Notes of PPG meeting held on Wednesday 25<sup>th</sup> April 2018 in the Woodgrange Medical Practice**

**Present:** Jennifer Sheikh (JS), Lorraine Francis (LF), Rebecca Hemmings

**Guest:** Cherrelle Salmon - Health Engagement Project Officer for Newham

**1. Apologies: Caroline Brown, Peter Rekhaye, Knolly Charles, Ray Menon, Stacia Whyte**

**2. Minutes of the last meeting**

These were accepted

**3. Welcome Cherrelle Salmon** - Cherrelle is employed by intelligent Health commissioned by Newham CCG to help PPGs across Newham. Not all of the 52 Practices in Newham have an active PPG and their aim is to help set up these groups and also to support Practices who do have a PPG to recruit and retain its members.

We all agreed that this is our biggest challenge! Of the 8 members four have been part of the group since its set up in 2011! Two more have also played a big part since joining and the remaining 2 unfortunately do not always attend the meetings due to other commitments, despite trying to hold the meetings on different days of the week to accommodate everyone.

We have 14000 patients with a 50% turnover rate. Population is always on the move. Despite posters, website, word of mouth recruitment is not easy. We always have a partner and secretary joining the PPG meeting each time; not all practices have a partner or even a staff member of the practice present. Even this does not entice new participants!

Rebecca suggested filtering patients living in the area longer than 5 years - she said that they all have been living in Newham for a number of years to target this group and establish a core group. The PPG could talk to their friends, neighbours who may also be registered at this practice. She said she lives in Newham but does not work here which makes it difficult for her to get to know people in the area local connections/network.

Cherry thought this a good idea and also suggested NAPP (National association for Patient participation) who have been established since 1978! Promote PPG during the national PPG Awareness week 4<sup>th</sup> – 9<sup>th</sup> June. We also discussed having a stall at the Forest Gate Festival on Saturday 14<sup>th</sup> June. Cherry would help and support us in any way she can.

Social media was also discussed, whereby some of the practices have a virtual PPG and also has twitter page. We all agreed that this is too advanced for us and not happy to go through with this route.

**4. Patient Journey – Signage for the new build.**

We discussed at our last meeting about signs for our new build. This is still in discussion and it would be great if our PPG members could come to the Practice during the day to walk the Patient journey and experience the best form of signage. TO ARRANGE

5. **Voice Connect** – A new telephone system. We are looking to pilot a new telephone system which will allow patients to make and cancel appointments by touch phone 365 days a year. It has its benefits and negatives and we will try it and see if this will make a difference to our patients.
6. **Professor Steve Field** (Chief Inspector of General Practice at the Care Quality Commission) and Claire Cunden (CQC inspector) visit Tuesday 15<sup>th</sup> May at 10:00.

They visit practices who has had Outstanding accreditation, this visit is important to us and Newham. PPG is an important criterion in the CQC inspection and therefore it would be good if members could join us on 15<sup>th</sup> May to talk about the great job that they do.

WILL EMAIL REMINDER NEARER THE TIME

7. **Recruitment – in the process of recruiting an Operational Manager, Practice Pharmacist and a Salaried GP.**  
Practice Pharmacist will help with the much of the work relating to prescribing, electronic prescribing and many of the script queries. They will liaise with the local Pharmacists and help reduce script errors and educating the patients. This will ultimately free up GPs time. Lorraine said she has had an experience with one at Dr Lam's practice and found it very useful and an excellent idea.

Salaried GP to replace Dr Bhachu.

8. **GDPR** – General Data Protection 25<sup>th</sup> May act comes in place – Information Governance was discussed.
9. **Website** – this was looked at in depth and discussion was around best placing the PPG icon so that it would be easy for patients to notice. TO CONTACT WEBSITE PROVIDERS

**Any other business:**

It was discussed that although a good idea to add on the noticeboard in main waiting area regarding PPG meeting that day, writing in bright colour would be good so to make it stand out! NOTED

It was agreed that we would have our next meeting after Ramadan as attendance was low this time.

**Date of next meeting: Tuesday 26<sup>th</sup> June at 18:30**