

## **Joint Patient Participation Group**

### **Albany, Brentford Group and Brentford Family GP Practices**

**Patient Participation Group Meeting Minutes  
11 June 6.30pm  
at Brentford Health Centre**

|    | <b>Agenda Items</b>              |           |
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| 1. | <b>Apologies</b>                 | <b>SW</b> |
| 2. | <b>Welcome and Introductions</b> | <b>SW</b> |

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| 3. | <p><b>Group discussion</b></p> <p><b>Purpose of the PPG</b></p> <ul style="list-style-type: none"> <li>- Relationships and working together to benefit patients, doctors, staff at all three practices, and the wider community</li> <li>- To better understand the challenges faced by doctors, staff and patients and how we can support one another</li> <li>- Committing to connecting with one another - patients, doctors, staff, and beyond.</li> </ul> <p><b>Discussion points</b></p> <ul style="list-style-type: none"> <li>- For the practices to survive and thrive in a changing world: patient services are changing rapidly; an extra 10,000 new patients expected to register with the practices over the next ten years.</li> <li>- [GPs] There are six Clinical Commissioning Groups (CCG) (large geographical areas that receive funding from the NHS to spend on health services) in the area working together, and the Brentford Practices are part of this. The NHS is driving services to be delivered out of centralised hubs, streamlining services and transferring the delivery of some services from hospitals to community health centres and GP practices. As such, there is an opportunity to expand and refurbish the current building (however there aren't sufficient funds to do this), or to sell the land to developers to build flats, and use the proceeds to build a new health centre on the existing site, with additional capacity for a full range of healthcare services. If we were to go with the second option, how could we build something that reflects a health centre that truly serves the whole community? Would there be other elements included within it, e.g. a gym, or a specialised diabetes centre etc?</li> <li>- Customer experiences: challenges of joining the PPG, training for receptionists on what the PPG is and involving them in it; ideas for how we could build the PPG: flyers that we could take out into the community and start conversations around. The focus being on conversations and connections (as opposed to mass emailing). The three practices have virtual PPGs but so far they have struggled with engagement.</li> <li>- 'Prescribing Wisely' - guidance from the NHS to practices, encouraging doctors to encourage patients to</li> </ul> | All |
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buy their own medication instead of seeking prescriptions.

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|   | <ul style="list-style-type: none"> <li>- Doctors felt that patients had been generally receptive to and understanding of this new way of operating, especially when it was explained to them. The general consensus was that encouraging patients to take responsibility for their own health and wellbeing is a step in the right direction.</li> </ul>  |            |
| 4 | <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>- JCW to send link to the animation about hubs to the PPG</li> <li>- Doctors/Practice Managers to consider joint awareness building and training for all receptionists on patient experience, PPG, etc (patients offered to attend in order to share their experiences at these meetings)</li> <li>- Doctors/practice managers to invite their receptionists to join the next PPG on 9th July</li> <li>- All: <ul style="list-style-type: none"> <li>- bring a 'plus one' to the next meeting - i.e. another patient, staff member, doctor, etc</li> <li>- consider the NHS's 'prescribing wisely' document, designed to increase people's self-care confidence [JCW to send link if available]</li> <li>- consider the opportunity to refurbish the building: What should this look like, are there other services you'd like to add?</li> <li>- consider the flyer, and share feedback on how this could be developed [SW to develop draft further and send to PPG]</li> </ul> </li> </ul> | <b>All</b> |
| 5 | <p><b>Proposed Meeting schedule</b></p> <ul style="list-style-type: none"> <li>• Second Monday of every month, 18.30 start.</li> <li>• Remaining dates in 2018: 09 July, 13Aug, 10Sept, 08Oct, 12Nov, 10Dec</li> <li>• Upcoming dates in 2019: 14Jan, 11Feb, 11March, 08April, 13May, 10June</li> <li>• Venue: Committee Room - Brentford Health Centre- Boston Manor Rd, Brentford TW8 8DS</li> </ul>  | <b>All</b> |
| 6 | <p><b>Next meeting</b></p> <p>Monday 9 July; 18.30</p> <p>We look forward to seeing you and/or your practice colleagues at the meeting.</p>   | <b>All</b> |