

Joint Patient Participation Group

Albany, Brentford Group and Brentford Family GP Practices

**Patient Participation Group Meeting Minutes
9 July 6.30pm
at Brentford Health Centre**

	Agenda Items	
1.	Apologies	SW
2.	Welcome and Introductions	SW

3.	<p>Group discussion</p> <ul style="list-style-type: none"> - The inaugural meeting of the PPG bringing the three practices together was held last month, establishing the group's purpose: <ul style="list-style-type: none"> • Relationships and working together to benefit patients, doctors, staff at all three practices, and the wider community • To better understand the challenges faced by doctors, staff and patients and how we can support one another • Committing to connecting with one another - patients, doctors, staff, and beyond. - First priority of the PPG: to establish Communication Best Practice - establishing a communication process that: <ul style="list-style-type: none"> • is built on a solid foundation of a relationship between the PPG and three practices • supports staff and patients to know of and inform others about the PPG. - Ways that we could develop the communications of the PPG... <p>1. to staff of the practices:</p> <ul style="list-style-type: none"> • encourage practice staff to attend the meetings (bring a 'plus one') • LC has added the PPG to the next all-staff meeting in September/October • PPG members are willing to attend staff meetings to support • LF is the lead for Brentford Family Practice; BJ is the lead for Brentford Group Practice. Albany Practice: Practice Manager is off on long-term sick leave. Dr. RB has also been supporting. <p>2. to patients:</p> <ul style="list-style-type: none"> • Notice on the 'matrix board' digital screens in the waiting area (these are managed by the CCG) • Flyers on the physical notice boards in waiting area • Add details (gmail account and dates of next meetings) to practices' websites • Include details in practice booklets: Brentford Group Practice are looking at updating theirs, using the Isleworth leaflet as a model and including information about the PPG. Consideration of languages to make the leaflet accessible, also to those with visual impairments. 	All
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Actions

- 1. SW to follow up with JG with regards to PPG engagement (generally, and for the open day in December), budget and leaflet design for the PPG open day.**
- 2. LC to send the PPG the email addresses of HRCH (building management) to gain permission for the open day.**
- 3. PPG to email HRCH with proposed dates for the open day and confirm to PPG members.**
- 4. BI to create unifying template for PPG Minutes for each practice to post on their website.**
- 5. Practice Managers (LC and LF) to email PPG with names of who to send the minutes to at their practice, so that they can be loaded onto the website.**

Proposed Meeting schedule

First Wednesday of every month, 18.30 start.

Remaining dates in 2018: 07Nov, 05Dec

Upcoming dates in 2019: 09Jan (this is the second Wednesday, since we might have a low turnout on 2nd Jan) 06Feb, 06March, 03April, 01May, 05June

Committee Room - Brentford Health Centre

Boston Manor Rd, Brentford TW8 8DS

Next meeting:

Wednesday 07 November: 18.30

We look forward to seeing you and/or your practice colleagues at the meeting.

- LF has added a new column to the patient registration form with details about taking part in the PPG, and shared with Brentford Group Practice's Practice Manager.
- Hold a small 'open day' style event in the waiting room or multi-purpose room to engage patients (possibly on oral healthcare, sometime around October)

- As a group we have lots of ideas, and there are a number of organisations who have expressed an interest in supporting our PPG, which we will look to work with, after we have established our first priority of communication best practice as outlined above.

These include:

- Youth Engagement - Reporting on Brentford Girls School, student involvement in the PPG
- Aged Engagement - Reporting on accessing Over 60's in Hounslow, Hounslow's Activity Officer keen to visit PPG
- Engagement of the Isolated and Lonely - Hounslow Wellbeing Network are keen to work with us
- Breath Easy Westminster - Open to visiting our PPG to present on Asthma and Chronic obstructive pulmonary disease (COPD)
- Oral Health - we have a dentist open to visiting our PPG to present on oral health care

- Potential to use the multi-purpose room at the practice or the waiting room area for events - should be in an open space so that we are visible.

- Agreed way of communicating between the PPG and Practices:

- Brentford Family Practice and Brentford Group Practices to lead; SW to communicate with RB about Albany.
- Include the CCG
- Practice receptionists to attend next meeting in August

4	<p>Actions</p> <ul style="list-style-type: none"> - LF and LC to send to the PPG email account (brentfordhealthppg@gmail.com) the names and email addresses of all those who've expressed an interest in the PPG. - LF and LC to include the PPG email account address (as above) and remaining dates and times of meetings (listed below) on their practice websites; SW to speak to RB about this. - ER to follow up with Dilo at the CCG about getting this content on the digital boards in waiting area. - LF to share the new patient registration form with SW to share with RB at Albany Practice - SW to keep RB updated with developments in the other two practices re PPG involvement - 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) - Doctors/practice managers to invite their receptionists to join the next PPG on 13th August - All: <ul style="list-style-type: none"> - bring a 'plus one' to the next meeting - i.e. another patient, staff member, doctor, etc - AJ to bring two Priests to next meeting - All: to build communications and relationships between PPG, practices and patients, between now and next meeting in August 	All
5	<p>Proposed Meeting schedule</p> <ul style="list-style-type: none"> • Second Monday of every month, 18.30 start. • Remaining dates in 2018: 13Aug, 10Sept, 08Oct, 12Nov, 10Dec • Upcoming dates in 2019: 14Jan, 11Feb, 11March, 08April, 13May, 10June • Venue: Committee Room - Brentford Health Centre- Boston Manor Rd, Brentford TW8 8DS 	All
6	<p>Next meeting</p> <p>Monday 13 August; 18.30</p> <p>We look forward to seeing you and/or your practice colleagues at the meeting.</p>	All