

Joint Patient Participation Group

Albany, Brentford Group and Brentford Family GP Practices

**Patient Participation Group Meeting Minutes
13 August 6.30pm
at Brentford Health Centre**

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

3.	<p>Group discussion</p> <p>1) Update on last month's actions (updates in blue; new actions in bold)</p> <ol style="list-style-type: none"> 1. 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 - ongoing. 2. 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 - The PPG is now on the website for Brentford Family and Brentford Group practices, a couple of amendments needed (see actions below). The PPG is also on the NHS Choices website pages for all three practices, but emails received go through to D; SW to follow up with D. 3. ER to follow up with D. at the CCG about getting this content on the digital boards in waiting area; ongoing. 4. LF to share the new patient registration form with SW to share with RB at Albany Practice. LF has shared with the other two practices; two new patients at Brentford Family Practice have since registered their interest in joining the PPG. 5. SW to keep RB updated with developments in the other two practices re PPG involvement - ongoing. 6. Doctors/Practice Managers to consider joint awareness building and training for all receptionists on patient experience, PPG, etc (patients reiterated their readiness to attend in order to share their experiences at these meetings). ER to follow up with Jenny, receptionist at Brentford Group Practice, to organise a meeting for all receptionists in early September, on a Thursday evening at 6.30pm. <p>Discussion</p> <ul style="list-style-type: none"> - Collaboration is starting to happen across all three practices; LF has shared the new patient registration form, practices are sharing their extended hours staff with one another. - The focus continues to be on developing our internal communication between ourselves, the PPG, patients and staff at all three practices, before we start holding events. Important to build relationships and our networks, as a steady and strong foundation for the group's activities later. 	All
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	<ul style="list-style-type: none">- We have plenty of people and groups who are keen to engage with us/whom we could engage with, when we are ready:<ul style="list-style-type: none">• Community Engagement: AJ has engaged a faith group• Elderly Engagement: Charlotte Mareba, employed by Hounslow Council to provide aged care services, is ready to engage with us about pathways to engage the older community.• Youth Engagement: Brentford Girls' School• Diabetes - an organisation is recruiting for advisors. - Between now and November/January - could we have a small table in the reception area with a roll-up banner to advertise the PPG? We could do this in collaboration with Healthwatch.	
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4	<p>Actions</p> <ol style="list-style-type: none"> 1. 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 2. LF to add the PPG email address to the Brentford Family Practice website page for anyone with questions/interested in joining http://www.brentfordfamilypractice.com/patient-participation-group/ 3. LF to check possibility of adding the PPG to the home page of the BFP website, as BGP have done (see below) 4. LC to remove individual's names from the minutes uploaded onto Brentford Group Practice website http://www.brentfordgrouppractice.co.uk/info.aspx?p=13 5. SW to follow up with D with regards to the emails (from patients interested in learning more about the PPG) received from the NHS Choices webpages for the three practices 6. ER to follow up with D at the CCG about getting this content on the digital boards in waiting area; 7. SW to keep RB updated with developments in the other two practices re PPG involvement - (ongoing). 8. ER to follow up with Jenny, receptionist at Brentford Group Practice, to organise a meeting about the PPG for all receptionists in early September, on a Thursday evening at 6.30pm 9. ER to add to the agenda for Brentford Community Council the redevelopment project plan for the Brentford group of practices. 10. SW to send the information on the organisation recruiting for diabetes advisors to AJ. 11. LF to put PPG in contact with Healthwatch. 12. LF to send PPG Albany Practice's Business Manager R's email address. PPG to email R, JCW to engage with R. 13. Doctors/Practice Managers to invite their receptionists to join the next PPG on 10th September. 14. All: bring a '<i>plus one</i>' to the next meeting - i.e. another patient, staff member, doctor, etc 	All
5	<p>Proposed Meeting schedule Second Monday of every month, 18.30 start. Remaining dates in 2018: 10Sept, 08Oct, 12Nov, 10Dec Upcoming dates in 2019: 14Jan, 11Feb, 11March, 08April, 13May, 10June</p> <p>Committee Room - Brentford Health Centre Boston Manor Rd, Brentford TW8 8DS</p>	All

6	Next meeting Monday 10 September; 18.30 We look forward to seeing you and/or your practice colleagues at the meeting.	All
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