

Joint Patient Participation Group

Albany, Brentford Group and Brentford Family GP Practices

Patient Participation Group Meeting Minutes 16 January 2019 6.30pm at Brentford Health Centre

	Agenda Items	Action
1.	<p>Welcome</p> <p>Attendance: GPs: Dr Baxter (Albany) Dr Chalmers-Watson (Brentford Group)</p> <p>Practice Staff: Loretta Fernandes, Practice Manager (Brentford Family) Marlene Walker, Receptionist (Brentford Group)</p> <p>Patients: BI, AJ, PF, MS</p>	
2.	<p>Apologies</p> <p>Linda Clubb (Practice Manager, Brentford Group) SW, Patient</p>	

3.	Agree Previous Minutes Agreed	
4.	Matters Arising 1. PPG members update Welcome to new PPG member patient MS; and announcement of SW's resignation. The PPG would like to thank SW for her fundamental role in starting the PPG and establishing a strong and steady foundation. 2. Funding Given that no funding has been officially allocated to the PPG, PPG to pitch ideas and budget to the practices and CCG. Practices will support where they can with ideas of where to find funding. 3. Patient Member Comments 3.1. Feedback on recent events: <ul style="list-style-type: none">- Diabetes Awareness Day (24 November): excellent turn-out (200 people across 3 practices and a good cross section of the community), all from a single text from all practices to all patients with diabetes. Also attended by Chief Executive of HRCH and Ruth Cadbury. <i>Learning points:</i> notices on noticeboards to be larger and more visible. Diabetes UK had no volunteers to support.- Brentford Health Centre Information Stall (3 December): a well-organised and successful day raising awareness of PPG and gathering names of those interested in learning more about the PPG and what's on offer at the practices. <i>Learning points:</i> have a focal point to draw people to and a reason for them to engage; improve signage.	

5.	<p>Patient Members Comments</p> <p>1. Choosing a practice: new patients Discussion around potential confusion of choosing a practice. All practices have information available on the other practices and new patients can choose their practice on this basis. LF has developed a new sign-up sheet for all practices to use. Practices are working together more closely (a pharmacist technician will be working across all three practices and harmonising processes, e.g. common prescribing practice).</p> <p>2. BHC Joint PPG Newsletter & Mailout list The PPG will work toward distributing a simple quarterly BHC PPG Newsletter/Update. Noting first we need to build a Mailout list, the beginnings of which will be a GDPR conscious Signup form we'll have available at our awareness days in 2019.</p>	<p>LF to share new sign-up sheet with Raj for use across all three practices.</p>
6.	<p>GP Practice Comments</p> <p>1. Linking to Brentford Girls School (Dr. Julia Chalmers-Watson, Brentford Group) Possible ways that they could get involved: design posters for upcoming events; volunteer as 'meet and greet' volunteers on a particular day. When we know when our next event is, we will contact them to see how they can get involved and support.</p> <p>2. Saturday opening hours (Dr. Julia Chalmers-Watson, Brentford Group) Currently only Albany Practice is open on Saturdays (although there's a low take-up rate of appointments on Saturday evenings). There is an option for an additional practice to be open on Saturdays. <i>Would members of the PPG like one of the other practices to be open on Saturday, and if so, which one?</i></p>	<p>1. Receptionists to suggest/offer Saturday evening appointments at Albany where possible.</p> <p>2. PPG members to respond by 31 January to brentfordhealthppg@gmail.com with feedback and suggestions for an additional practice to be open on Saturdays, if needed.</p>

<p>8.</p>	<p>Any other Business</p> <ol style="list-style-type: none"> 1. AJ in discussion with St Paul's Church to invite them to sit on the PPG. 2. RB noted success from involvement in a bowel screening programme whereby programme staff come to the practice and phone patients to encourage and support with bowel screening preparation. Patient participation rates in the programme have substantially increased. Patients may be contacted as the programme continues. 3. There is a continued emphasis on encouraging patients to use their GP services rather than A&E: a notification system is in place at Middlesex Hospital to encourage this practice, using location-based text messages. 4. Volunteers needed to meet and greet patients as they come into the surgery, and to support patients - picking them up from home or dropping them back after appointments. 5. Practices and Patients discussed establishing a rhythm of health based awareness days (e.g.: mental health, dementia, stroke, heart attacks) for patients, e.g.: <ul style="list-style-type: none"> - Respiratory Awareness Day, 10 May - Mental Health Awareness Day, 10 October (follow up with recovery hub; 'wellness network' keen to talk to us) - Diet awareness day: low carb, low calorie diet online support tool, being promoted by all practices - https://www.ourpath.co.uk/ 6. Priorities for the PPG: <ol style="list-style-type: none"> a) Put together a plan of awareness day events for 2019 b) Through the awareness days, raise awareness of services available to patients, increase awareness of self-responsibility for health and wellbeing, and build mailing list and PPG membership base 	<ol style="list-style-type: none"> 1. AJ following up with St Paul's. 2. DL to let PPG know about Middlesex Hospital's notification system 3. Any PPG members interested in volunteering re point 4, please email brentfordhealthppg@gmail.com 4. BI following up with JCW and BS and Raj B re respiratory awareness day.
<p>9.</p>	<p>Next Meeting</p> <p>TBC - next meeting to be arranged when next awareness day activity and date confirmed.</p> <p>DATE TBC, 630pm-730pm</p> <p>Venue: Committee Room - Brentford Health Centre Boston Manor Rd, Brentford TW8 8DS</p> <p>Close</p>	<p>BI following up with Raj B re awareness days, and will advise PPG members of next meeting date.</p>