

## Joint Patient Participation Group

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

#### Patient Participation Group Meeting Minutes

25 March 2019 6.30pm

at Brentford Health Centre

	Agenda Items	Action
1.	<p><b>Welcome</b></p> <p><b>Attendance:</b> <b>GPs:</b> Dr R Baxter (Albany) Dr J Chalmers-Watson (Brentford Group)</p> <p><b>Practice Staff:</b> Apologies received - see below</p> <p><b>Patients:</b> BI, AJ, PF, MS, BS</p>	

2.	<p><b>Apologies</b></p> <p>Linda Clubb (Practice Manager, Brentford Group)  Loretta Fernandes, Practice Manager (Brentford Family)  Marlene Walker, Receptionist (Brentford Group)  Bharti Jhuti (Brentford Group)</p>	
3.	<p><b>Agree Previous Minutes and Actions</b></p> <p>Agreed</p> <p>Actions still in progress - see right side column —&gt;</p>	<p><b>RB - checking with Raj re sign up sheets and whether the same version is being used across all practices, and awareness days for the rest of the year that the practices would like to promote.</b></p> <p><b>AJ - following up with St Paul's, St Faith's and Baptists about representation on the PPG.</b></p>

<p>4.</p>	<p><b>Matters Arising</b></p> <p><b>1. Extended Hours Hub</b> Operating in Brentford Health Centre every Saturday 8am-8pm, but low uptake after 3pm.</p> <p><b>2. Next Awareness Day</b> Respiratory Health Awareness Day: Saturday 11 May, 10am - 2pm, at Brentford Health Centre. This will follow National Asthma Awareness Day on 7 May. There will be three main themes.</p> <ol style="list-style-type: none"> <li>1. Air pollution and how it affects asthma.</li> <li>2. Testing people's lung age by blowing into spirometer</li> <li>3. Asthma and the increase in allergies.</li> </ol> <p>Organisations to involve:</p> <ul style="list-style-type: none"> <li>- Smoking Cessation</li> <li>- Asthma UK</li> <li>- Pulmonary Rehabilitation</li> <li>- Hounslow Council</li> </ul> <p>Marketing: the PPG will draw up a marketing plan for all to add to; will also create leaflets and request support from CCG for pull up banner. Practices to put information on screens and send targeted text messages to patients.</p> <p>Volunteers confirmed for 11th: PF, MS, AJ, BS, BI</p>	<ul style="list-style-type: none"> <li>- <b>All practices' receptionists to book smears and all usual checks with the hub nurse if practices have no appointments with their own nurses, and book appointments after 3pm on Saturday.</b></li> <li>- <b>RB to follow up with Smoking Cessation and Pulmonary Rehab, and get lung-age device, follow up with Raj re template for leaflet.</b></li> <li>- <b>AJ to contact Asthma UK re 10 volunteers to attend, contact churches and Boston Manor Residents Association, and follow up with GSK re funding.</b></li> <li>- <b>PRACTICES to send texts to patients</b></li> <li>- <b>BI to follow up with DL - request talk from Councillor, and support with marketing, draw up a marketing plan and circulate to PPG</b></li> <li>- <b>BS to see if can get volunteers and promote via newsletter</b></li> <li>- <b>JCW - contact Brentford Girls' School re</b></li> </ul>
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5.	<p><b>Patient Members Comments</b></p> <p><b>1. Screens in reception area (PF)</b>  Discussion around better use of screens and community boards, including announcing patients and advertising the PPG opportunity and PPG-led events.</p>	<ul style="list-style-type: none"> <li>- PF to follow up with the building managers re use of notice board space to advertise PPG</li> <li>- RB to speak to receptionists about screen for Albany - can it be used to announce patients.</li> </ul>
6.	<p><b>GP Practice Comments</b></p> <p><b>1. Racially motivated attacks (Dr R Baxter)</b>  In last month, at least five specific racially motivated verbal attacks directed at practice staff have taken place. These five individuals have been removed from the Practice's list. Sergeant Turtle will meet all practice managers and a joined up policy for all practices will be developed.</p>	
8.	<p><b>Any other Business</b>  All attendees agreed to share email addresses with other PPG meetings to facilitate communications.</p>	<ul style="list-style-type: none"> <li>- BI to circulate email addresses on thread</li> </ul>
9.	<p><b>Next Meeting</b></p> <p><b>Monday 15 April, 630pm-730pm</b>  Venue: Committee Room - Brentford Health Centre Boston Manor Rd, Brentford TW8 8DS</p> <p><b>Close</b></p>	