

GROVELANDS & GRENOBLE MEDICAL CENTRE
 1 Grovelands Road
 Palmers Green, London. N13 4RJ
 Tel: 0208 882 4556 Fax: 0208 882 8810
 Website: <http://www.gpdoctor.co.uk/>
 Email: gpdoctor@nhs.net

Natal Road Site

7 Natal Road
 New Southgate. N11 2HU
 Tel: 0208 881 6848 Fax: 0208 881 6811
 8881 4656

Grenoble Gardens Site

1 Grenoble Gardens,
 Palmers Green. N13 6JE
 Tel: 020 8889 5423 Fax: 020

Patient Participation Group (PPG) Meeting

Location: Grenoble Gardens

Date: 5.3.2015

Meeting commenced: 11:30

Meeting Concluded: 13:30

Attendees:

Mrs Janet Renton (JR) - Chair

Mr Stephen Wells (SW)

Mrs Gita Mehta (GM)

Mr Viren Mehta (VM)

Dr A Bhagat (AB)

Ms Elaine Walsh (EW)

Agenda Item	Action by	Due date
<p><u>Introductions</u> Welcome by JR. JR asked SW to review the minutes from the previous meeting as she had not been able to attend.</p>		
<p><u>Previous meeting minutes</u> Complete: New minutes template has been implemented Minutes circulated within timescales PPG profiles are now live on the website FFT has been uploaded to the website New telephone system has been installed (10th-12th February) Action Plan document designed Speaker booked for practice event on 18th April Tablet has been located by reception at Grenoble as discussed Slips/posters for practice event in progress Update: Further update re PPG funding issue, AB advised that we have lodged an appeal with NHS England litigation and we are awaiting the outcome</p>		

<p><u>Website</u></p> <p>AB showed members the practice website with the new FFT feedback option and the PPG member profiles. Everyone agreed that it was a very good website. GM asked whether there were posters in the waiting area advertising the website AB said yes we had these. JR suggested that this could be added to the TV screen. SW wondered whether we could have a terminal in the waiting area for patients to access the website. AB said this would be difficult as we used an N3 connection. There was a discussion about how this could be achieved. AB said it may be something to explore in the future</p> <p>ACTION: AB would like the agenda and the minutes for each meeting to be linked and the lists to be split into years and generally tidied up. Check whether the TV screen gives details of the practice website.</p>	EW/RM	Before next meeting
<p><u>Patient Participation Enhanced Service Reporting and Practice Event</u></p> <p>There was a discussion concerning the reporting template “Annexe D” for the enhanced service. The group went through each section of the template. It was decided that everyone would add comments to the template and then forward them to SW to collate. AB would like the final template completed as soon as possible. The action plan was also discussed and it was deemed complete. GM will update this and circulate to the group.</p> <p>Re the practice event, AB said that text messages will be sent to practice patients advertising the practice event and could members send their ideas for the content of the text messages/leaflets/rsvp slips/posters to RM/EW. SW to contact Ruth Winston House to find out the logistics of setting up the venue and clearing away at the end of the event.</p> <p>Action: Everyone to add comments to the template and send to SW by 18th March. SW to circulate final copy by 20th March. EW/RM to update the census information on the template. GM to update and circulate action plan. Ideas for leaflet/rsvp/poster for the event to be sent to RM. SW to contact Ruth</p>	EW/RM – PPG members	Before end of Mach

Winston House & feedback to the group		
<p><u>Key Performance Indicators (KPIs)</u></p> <p>AB explained that these are areas chosen by the practice to concentrate on in order to improve services to patients. For example the number of clinical appointments offered and the practice opening times. The practice made the selection from a list of KPIs. The PPG members are invited to comment on those chosen by the practice. SW wondered what the other KPIs were. AB said that we would send a copy of the complete list to members.</p> <p>Action: EW to forward full list of KPIs to members</p>	EW	Before next meeting
<p><u>Bookings for investigations (eg blood tests)</u></p> <p>JR said that it was extremely difficult to book via the central booking service. AB said that he understood and he fully supported her in making a complaint. He suggested that members of the CCG should also be copied in</p> <p>Action: JR to send a complaint to the booking service</p>	JR	ongoing
<p><u>AOB</u></p> <p>GM suggested that to improve patient involvement in the PPG could slips be attached to the repeat side of prescriptions? AB said that we could actually add a message to patients prescriptions as we do during the flu season</p> <p>GM also suggested that we create a “you said/we did” poster</p> <p>GM also wanted to know how many “did not attend” (DNAs) we have. AB explained the process for sending DNA letters to patients at Grenoble. The group would like to see a copy of the letter</p> <p>The draft agenda for the practice event was approved.</p> <p>Action: EW/RM to update patients repeat slips. EM to create “you said/we did” poster. EW to send copy of the DNA letter to the group</p>	EW/RM	Next meeting

Date of next meeting: Thursday 30 April 2015 @ 11.30am

Location: Grovelands Road