

GROVELANDS & GRENOBLE MEDICAL CENTRE
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Grenoble Gardens Site

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Patient Participation Group (PPG) Meeting

Date: 7.7.2015

Meeting commenced: 3pm

Meeting Concluded: 4pm

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> AB said that we had news, which was that EW is leaving the practice after many years. Steps are in place to manage the workload and EW is handing over to Rosemary at Grovelands, so that disruption will be minimal.</p>		
<p>Action:</p>		
<p>JR asked whether anyone had comments about the minutes from the previous meeting. Everyone agreed they were accurate.</p>		
<p>Action: None</p>		
<p>JR then gave feedback re the complaint she had made to the Phlebotomy service. The service is much improved and new arrangements had been made. JR said she had no problems booking an appointment.</p> <p>Action: None</p>		
<p>AB gave feedback on our submission of the PPES report. This was done at the end of March and the practice had heard nothing from NHS England. This is not unusual. JR wondered how long it would take</p>		

<p>AB Said the practice had no idea, wait and see. There was then a general discussion about the length of time it takes to receive payments from NHSE making is difficult for the practice accounts.</p> <p>AB said EW had worked hard and had submitted our reports for our Key Performance Indicators and we are still awaiting a response. SW said this was a reflection of the quality of service the practice is achieving; AB agreed and hoped that someone at NHSE is looking at this.</p>		
<p>Action: None</p>		
<p>Practice Event: There was a discussion about the Practice Event AB said that for a 1st event he felt it had been successful. We need to work on increasing awareness. One way may be to merge with other PPG groups. SW also mentioned that we need to be clear about the purpose; some patients were under a misapprehension about the event. AB said that this happens frequently at public events in his experience. The group agreed to focus on public health for the next event. AB mentioned the high incidence of diabetes. It would be good to concentrate on patient education around diabetes and perhaps involve a Diabetic Consultant or Diabetologist. SW wondered whether we could arrange something at the Palmers Green Festival. GM mentioned that a surgery had held a health check day where patients could have blood pressure checks etc. All agreed that this sounded like a good idea. AB suggested that the practice event be held next April.</p>		
<p>Action: To contact other PPG groups and look at ways to advertise the event. Also to confirm agenda, location and date of event.</p>	<p>PPG Group</p>	<p>Ongoing</p>
<p>Weekend opening: JR asked about weekend opening and whether the practice would be doing this. AB said there wasn't a problem opening at the weekend but where was the funding? Funds need to be available for doctor and staff costs. Will there be the infrastructure there to deal with out of hours? We will have to wait and see what the proposals are.</p>		
<p>Action: None</p>		
<p>There was a discussion about the future of the PPG</p>		

<p>with regards to meetings. AB suggested quarterly meetings; this would give 3 meetings per year plus the practice event. This would be sustainable and workable. There can always be communications in between meetings. SW asked what other contributions the group could focus on. AB suggested patient feedback. We are receiving a lot of feedback at the moment via the Friends & Family Test; the group could take on board feedback and suggestions. SW also suggested that the group could have meetings in between the quarterly meetings so there is more activity going on in the background. JR asked whether the practice could provide a room. AB said we would be happy to do this. JR suggested arranging the date for the quarterly meeting then a date could be arranged for the group meeting. Dates agreed were 13th October and 18th August</p>		
<p>Action: EW to send an invite to everyone for the October meeting. The group to arrange agenda etc for the informal meeting on the 18th August.</p>	EW & group members	EW asap Members ongoing
<p>AOB: SW has a pack from NAPP which includes a certificate and window sticker to be displayed at the practice. He will bring the pack to the informal meeting. AB is keen to expand the cultural mix of the PPG. We have a high Turkish population and Eastern European patients numbers are rising rapidly. They should be encouraged to join.</p>		Ongoing
<p>Action: The group to discuss ways to achieve this.</p>	PPG members	Ongoing

Date of next meetings: 13th October 2015 3-4pm Grenoble site.

18th August 2015 3-4pm Grenoble site. (group meeting)