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Patient Participation Group (PPG) Meeting

Date: 25th November 2015

Attendees:

Mr Stephen Wells (SW) - Chair
 Mrs Gita Mehta (GM)
 Dr Chandra Patalay (CP)
 Mrs Rosemary Maduiké (RM)

Apologies:

Mrs Janet Renton (JR)
 Mr Viren Mehta (VM)
 Mr Barry Kelland (BK)
 Mr Ray Hill (RH)
 Dr A Bhagat (AB)

Agenda Item	Action by	Due date
<p><u>INTRODUCTIONS</u> SW welcomed the members in attendance.</p> <p>CP apologised on behalf of AB and explained the reason behind his absence at very short notice.</p> <p>SW gave apologies for Barry Kelland, Ray Hill and Janet Renton. Janet had been called away at very short notice.</p>		
<p><u>MATTERS OF THE DAY</u></p> <p>- <u>Change in agenda</u> SW suggested that the prepared agenda for the day was no longer relevant as numbers were low and did not include the new members we hoped to see.</p>		
<p>- <u>New members (plan)</u> GM explained that part of the plan in today's meeting was officially to greet new members, explain how the group had been working and lay the groundwork for future meetings, but with reduced attendance it would not be possible to follow that plan.</p>		
<p>- <u>Clinical members</u></p>		

<p>SW expressed disappointment at the absence of key clinical staff, which would have been very embarrassing if new members had been in attendance.</p> <p>CP apologised on behalf of the practice and promised to relay the comments clinicians in the next practice meeting.</p>		
<p>- Patient Questionnaire</p> <p>GM updated the team on the proposed patient's questionnaire plan and design; a copy had been discussed at the last informal PPG meeting in October. SW had been seeking to obtain a MS-Word copy of the NAPP Sample Questions, so far without success.</p> <p>In discussion it became clear that the questionnaire previously used by the practice may already cover most of the ground. RM to forward copy of previous questionnaire to SW.</p> <p>SW agreed to continue work to prepare a list of questions for discussion, on receipt of the previous questionnaire used by the practice.</p> <p>CP asked that the questionnaire should be made short and simple in order to encourage patients to complete on sites, and further requested the team to keep in mind language issue in the design.</p> <p>CP asked for a copy of the questionnaire before launch to be reviewed by the clinical team for review.</p> <p>SW agreed that any draft would need to be reviewed and finally agreed by clinicians and the full (formal) PPG.</p>	<p>Rosemary</p> <p>SW</p> <p>All members</p>	<p>ongoing</p>
<p>- Virtual group</p> <p>GM confirmed that part of the PPG action plan was to create a virtual group in order to recruit younger members and allow for a wider spread of information and updates. This will be important if we find that there are numbers of patients who would like to be involved, but cannot spare time to attend meetings.</p>		

<p>- Action plan update</p> <p>GM confirmed that the action plan, as amended at recent informal PPG meetings, was to be reviewed in today's meeting by AB as discussed in the last information meeting, but as he is absent this is delayed to the next meeting.</p> <p>CP mentioned to team that she is happy to speak / invite patients during consultations to join the group both visually and face-to-face. This commitment was warmly welcomed by SW and GM.</p>		
<p>- Groups</p> <p>GM suggested that, with the help of clinicians, information drawn from the disease register can be used to target members to join the group.</p> <p>CP explain that the targeted patients must be happy to join. She will encourage patients she sees to join the group.</p> <p>GM suggested that the surgery can design an invite slip to encourage patients to join the group.</p> <p>GM further suggested that the invites be coded to help measure the surgery's efforts to expand the group.</p> <p>The Team agreed with the suggestion.</p>		
<p>- Newsletters</p> <p>The action plan included an intention to create a group newsletter. CP agreed that a PPG newsletter is a good idea, but pointed out that somebody would need to spend considerable amounts of time to produce, review and distribute regularly. GM confirmed that this is part of the review planned to be discussed today with AB, but should be deferred until the group has developed further.</p> <p>Action deferred.</p>	Action deferred	
<p>- Other Business</p> <p>SW mentioned to team that the group is currently liaising with the PPG group from North London</p>		

<p>Surgery –Palmers Green, to share information and work together on public presentations and common activities. This initiative had been welcomed by clinicians at both Grovelands and NLHC.</p>		
<p>- Members resignation GM presented the team an official resignation letter signed by VM and GM. They have moved and would find it difficult to get to future meetings of the group.</p> <p>SW on behalf of the group thanked both Gita and Viren for their efforts on behalf of the group, and assured them that they will be greatly missed. They are active and supportive members of the group. CP appreciated them.</p>		
<p>- Next meeting – RM to arrange a date in January 2016 and notify team via SW</p>	Rosemary	

Date of next meetings: January 2016 – TBC