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Patient Participation Group (PPG) Meeting

Tuesday 18<sup>th</sup> November 2014

Meeting commenced 11:30

Meeting Concluded 13:15

Attendees:

Dr A Bhagat (AB)

Practice Manager: Elaine Walsh (EW)

PPG Members

Janet Renton (JR),

Stephen Wells (SW)

Agenda Item	Action by	Due date
<u>INTRODUCTIONS</u>  AB welcomed everyone to the meeting.		
<u>ENHANCED SERVICE PPG (ES)</u>  JR confirmed that this is a strategy meeting only and therefore not open to all members. AB agreed that the purpose was to discuss where we are, where we need to be and how we will achieve this.  Discussion took place about the PPG membership, which all agreed needs to be widened and diversified. AB asked if there was a way for the PPG to assist with this and suggested that a Turkish representative would be beneficial. The group discussed the possibility of recruiting a Turkish receptionist and doctor and whether it would be legal to advertise for a Turkish member of staff. JR offered to check with her daughter who works in Human Resources and AB will check with the BMA.  <b>ACTIONS:</b> JR to check with her daughter regarding whether advertising for a Turkish member of staff is legal. AB to check with the BMA also.	JR AB	By the next meeting

<p><b><u>PURPOSE &amp; FEEDBACK</u></b></p> <p>Discussion took place around ways to collect patient feedback i.e. tablet, feedback forms in reception, via the website. The practice website will be updated with a patient questionnaire, which patients will be able to complete and submit online. JR raised concerns about older people accessing the on line facility. AB confirmed that all patients would always be given the option to complete paper forms.</p> <p>The group discussed a previous feedback form used by the practice and all agreed that a standard feedback form should be developed. There was a discussion about the tablet; the questionnaire has recently been updated and shortened considerably, both JR &amp; SW felt that this was good as it was previously far too long.</p> <p>JR asked how many complaints the practice had received. AB confirmed around three per year. The complaints this year had been about reception and AB explained that receptionists have a very demanding and difficult job to do. The practice wants to support staff and have implemented a training/support/development programme.</p> <p>The Friends and Family Test (FFT) needs to be implemented by 1<sup>st</sup> December. SW &amp; JR will assist in deciding the best place to site the tablets at each site. SW suggested “Would you recommend us” as a title for this.</p> <p>Practice champions were discussed; SW wanted to know exactly what this meant and AB and JR explained that they could be patients with certain conditions who could mentor other patients with the same conditions and provide help and support. AB said he would give this some more thought.</p> <p><b>ACTIONS:</b> SW &amp; JR help with the siting of the tablet</p>	<p>JR SW</p>	<p>Next meeting</p>
<p><b><u>CQC REPORT</u></b></p> <p>A copy of our CQC report is available on our website. AB said that the practice had had a good report with 2 outstanding outcomes, our provision</p>		

<p>of mental health services and the implementation of the Big White Wall which the practice had bid for. There were 2 minor administrative issues which had already been addressed.</p>		
<p><u>PRACTICE ANNUAL EVENT</u></p> <p>SW talked about the benefits of people getting together this led onto a discussion about the practice holding an event for patients maybe once a year. They could be a series of events covering various topics such as carers &amp; Mental Health. How would we communicate this? Via the website, posters, we could send texts as well. We would cover the whole practice population this way. SW said he would look into venues; the Ruth Winston Centre is a possibility with the event being held on a Saturday afternoon in April with refreshments and a break. JR &amp; SW will think about how to organise the event. Everyone thought it would be a good idea to arrange a speaker. AB agreed to talk about the practice at the event and help with the agenda/posters.</p> <p><b>ACTIONS:</b> SW to contact Ruth Winston Centre. JR &amp; SW to consider how to organise the event.</p>	<p>SW JR</p>	<p>Next meeting</p>
<p><u>AOB</u></p> <p>SW suggested that we have an agenda for the meetings and he would be happy to do this. EW to send Rathai's (Practice Managers PPG member) email address to JR &amp; SW so they can discuss the CCG membership of the National Association of Patient Participation (NAPP). SW has suggested a new member for the PPG, he will contact her.</p> <p>AB explained that the practice had applied for and been shortlisted for a fellowship. A doctor from University College London Hospital (UCLH) would come and work at the practice for 5 sessions per week and deliver high quality care. The aim is for us to become a Beacon practice enabling us to take a more academic approach. AB has increased his training skills accordingly.</p> <p><b>ACTIONS:</b> EW to send Rathai's email address to SW &amp; JR. SW to contact the new member for the PPG</p>	<p>EW SW JR</p>	<p>Next meeting</p>

**Date of next meeting:** 15<sup>th</sup> January 2015 @ 11.30 at Grovelands Site. AB to confirm the time is ok with him.