

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

Grenoble Gardens Site

1 Grenoble Gardens,
 Palmers Green. N13 6JE
 Tel: 020 8889 5423 Fax: 020 8881 4656

Patient Participation Group (PPG) Meeting

Date: 25th May 2016

Attendees:

Mrs Janet Renton (JR) - Chair
 Mr Stephen Wells (SW)
 Mr Barry Kelland (BK)
 Mr Ray Hill (RH)

Frank Bocchi (FB)
 Dr A Bhagat (AB)
 Mrs Rosemary Maduiké (RM)

Apologies:

Agenda Item	Action by	Due date
<ul style="list-style-type: none"> - Welcome and introductions - Minutes of previous meetings - Action Plan - Did Not Attend - HealthWatch report on GP waiting rooms - New Patients' Registration – how it works - Accessible Information Standard (31 July) - Recruitment of new PPG members - Patient Survey and CQC reports - Role / activities of the Patient Participation Group - Any other business - Next meeting (date and location) 		
<p>Welcome and introductions</p> <ul style="list-style-type: none"> - The Chair did the introduction and opened the meeting. - All in attendance introduced themselves. 		
<p>Minutes of previous meetings</p> <p>–SW updated the team on previous meeting</p>		
<p>Action plan</p> <ul style="list-style-type: none"> - SW updated team on the ongoing action plans <ul style="list-style-type: none"> o Questionnaire for patients – SW to draft suggested questionnaire based on existing survey and National Association of Patient Participation Groups sample questions 	<p>SW</p>	

Agenda Item	Action by	Due date
<p>Did Not Attend (DNA)</p> <ul style="list-style-type: none"> - The team discuss the way forward on dealing with the number of patients not attending their booked/arranged appointment. - AB gave the financial implication of the DNA. - The team agreed that the surgery should re-enforce the system of 3 DNA and a letter of removal from patient list – as this may reduce the number of DNA. - The team agreed that the message displayed on waiting room screens stating the numbers of monthly DNA need to be formatted differently for patients to know the implication and effect of DNA to other patients within the practice. - The PPG team will police the DNA system - JR will write the wordings for the DNA letter 	JR/SW	
<p>HealthWatch report on GP waiting rooms</p> <ul style="list-style-type: none"> - SW updated the team on the HealthWatch report. RM to display poster promoting HealthWatch Enfield in waiting room. - On the report, it was noted that the surgery does not have hearing loop. AB mentioned that the ECCG may commission this for the surgery. 	RM	
<p>Accessible Information Standard (31 July)</p> <ul style="list-style-type: none"> - RM presented the AIS to the team – this is a new requirement for all surgeries to have in place relevant modes of communication to meet the specific needs of individual patients – the aims are to reduce communication gaps between the Practice and patients. The requirement is to provide documentation in various formats (Large print, braille, Easy read [pictures/clipart's], via email and BSL) - RM explained that the surgery currently can code individual patient medical records with their preferred method of communication via the registration page. - The struggle now is how to interpret letters into pictures/clipart. - The team suggested that the surgery need to be open about any difficulties we are experiencing and seek help where it is available 	RM	

Agenda Item	Action by	Due date
<p>Paper and Text Survey</p> <ul style="list-style-type: none"> - The team agreed to design/create a survey system on both the surgery website and the on paper – The questions will be discussed and designed in the informal meeting for RM to upload for action. RM will contact the website designer to work on the survey system. 	RM	
<p>Higher sitting</p> <ul style="list-style-type: none"> - The team discussed the need for higher sitting chairs for the waiting room across sites for patients with difficulty using the current low chairs. Members will speak to local companies on this need. FB nominated self for search and report back to team. 	FB	
<p>Next PPG Education event</p> <ul style="list-style-type: none"> - The team suggested the Ruth Winston Centre (RWC) for the event - AB suggested Diabetes talk and team agreed. - SW to work with Chair North London Health Centre PPG on a joint approach - A date will be announced. SW to liaise with RWC 	SW	
<p>Next meeting (date and location)</p> <ul style="list-style-type: none"> - Wednesday 24th August 2016 at the Grenoble Gardens Surgery site 		