



Patient Participation Group

PATIENT PARTICIPATION GROUP MEETING

Friday, 20th July 2018, 1.30-2.30pm

Location: Shrewsbury Road Surgery, Room 5

AGENDA

| | Item | Presenter | Time |
|----|--|---|-------------|
| 1 | Welcome | Mira Rajan Practice Manager | 1:30 – 1:31 |
| 2 | Introduction/Apologies /New Members New role - Secretary Ground Rules | Mr Tanna (President) | 1:31 – 1:33 |
| 3 | Last meeting minutes | Mira Rajan | 1.33– 1.35 |
| 4 | Talk | Leonardo Greco Manager - Newham Health Watch | 1.35- 1.45 |
| 5 | NHS 70 Family Fun Day – 31 st Aug 18 | Mira Rajan | 1:45 – 1:50 |
| 6 | Complaints/Suggestion/Patient Feedback FFT Surveys on our website | Mr P Tanna & Mira Rajan | 1:50 – 2:00 |
| 7 | Practice Update – New Telephone System | Mira Rajan | 2:00 – 2:05 |
| 8 | Open Day Discussion - Diabetes - Obesity Management - Carers - Any other | PPG Members | 2:05 – 2:20 |
| 9 | AOB | Practice Team PPG Members | 2:20 – 2.30 |
| 10 | Next Meeting: 5th October 2018 | | |



Minutes of the meeting
20.07.2018 at 1.30pm till 2.30pm
Shrewsbury Road Surgery – Room 5

Member Attendees:

Dr N Navaneetharaja (NN), Mira Rajan – Practice Manager (MR) Dr J Bhachu (JB)

(PPG Members)

Mr P Tanna – PPG Chair (PT) Mr S Sajjan SS, (PPG member) Mrs Pauline Rowe (PW), Mr K Phull (KP), Mrs I Chohan (IC) , Ms E Danso (ED), Ms S Patel (SP) Mrs B Barclay (BB), Ms B Tippett (BT)

Apologies: Mr Bekoe, Jaya Chakravarty, Mr Karir

Note taker : Shilpa Patel

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| 1. | Welcomes and Apologies | |
| | <ul style="list-style-type: none"> The Chair welcomed all to the meeting <p>MR gave apologies for:</p> <ul style="list-style-type: none"> Rest of the PPG members & Dr Bhasi, Dr Girija (Not working) Dr C Sunanth No one from the group came forward to be appointed as Secretary – No considered | |
| 2 | <p>Ground Rules by the Chair – Mentioned that a copy of the ground rules is given to the members. In summary the following were reminded.</p> <ul style="list-style-type: none"> Group should not be seen as a complaint platform As per the patient Confidentiality (Signed by all the PPG members) no personal issues should be discussed Everyone's views must be listened to and respected No discrimination will be tolerated | |
| 3 | Minutes January Meeting and Action log - MR | |
| | <p>a) Minutes of meeting 06th April 2018</p> <p>Action log and agreed by the Group</p> <ol style="list-style-type: none"> Displaying staff names/photos and their duties/roles in the waiting area as this will help patients know their practice team better - Ongoing MR informed the group that the quotation from a telephone company, Sesui is accepted. Telephone will be installed in September, 18. Copy of the health watch report given to the group members. PPG Open Day planning meeting to be held on 10th August 18 and apologies as we couldn't have the open day on 20th June, as agreed previously. Decided the date for Open day is on 31st August 2018 | |
| 4 | <p>Talk By Leonardo Greco –</p> <ul style="list-style-type: none"> Did not attend. Mr PT will find out the reason <p>Action: Mr PT to arrange for the next meeting</p> | PT |
| 5 | <p>NHS 70 Celebration at East ham Centre (Family Fun Day)</p> <ul style="list-style-type: none"> MR updated the event – time 1pm to 5pm, location – Eastham Care Centre and the fund day will be inclusive and provide information in number of areas in relation health and welfare. Practice will be providing 500 plates & 6 blue coloured table covers Group suggested that we could have our OPEN day at the East ham Centre An information table can be placed. <p>Action: MR to find out from the organisers.</p> | MR |



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| 4. | Complaints/Suggestions/Patient Feedback | |
| | <ul style="list-style-type: none"> • General update provided – Comments on last three months FFT results and the NHS choices discussed. • MR mentioned that these FFT results are uploaded in our practice website. • Dr NN informed that the practice is awaiting the GPPS 2018 – MR mentioned that this will be on the website around 9th August 2018 Action: To discuss in our next meeting – MR to add on the agenda • At ED's request MR navigated the organisation structure on the practice website www.shrewsburyroadsurgery.co.uk to the group. • MR informed that the GPs names and their qualifications along with languages spoken are also on our website. Our practice can be accessed in all main languages. | MR |
| 5. | Practice News | |
| | <ul style="list-style-type: none"> • Installing new telephone system as above – Meeting is on 6/8/18 to discuss the telephone system. Action: Mr PT agreed to attend the meeting. • Iplato reminders will still be sent to patients of the appointment reminders/health promotions i.e. booking smear/flu appointments and now encouraging patients to do Latent TP test (Eligible patients) PR enquired about the charges when patient replies. Tariff applies as per telephone packages. • Group was reminded of the Blood pressure monitor in the waiting area | PT MR |
| 6. | Open Day | |
| | <ul style="list-style-type: none"> • Group has decided to have the planning date for Open Day – 10th August 2018 • Open Day on 31st August 2018 Action: PPG group to attend the Planning Meeting | PPG MR |
| 7. | AOB | |
| | <ul style="list-style-type: none"> • MR mentioned that the patients can access their full medical records . Clinicians and PM will review the records and permit access to the patients. Changes will occur where permission from the doctor will be sought before the patients can access their own records. • MR PT mentioned that the due to Data Protection Social Services are unable to share information of the patients • SP updated the requirement of Newham Leisure Centre • MR mentioned that CCG has commissioned intelligent Health to support the practices with Patient engagement. Cherrelle Salmon is appointed to our practice Action: MR to invite Cherrelle and organise a meeting with the group | |
| | Next Meeting: Provisionally book on 5th October 2018 | |