



# PATIENT PARTICIPATION GROUP MEETING

Friday, 18<sup>th</sup> January 2019, 1.30-2.30pm

Location: Shrewsbury Road Surgery, Room 5

## AGENDA

	Item	Presenter	Time
1	Welcome	Shivani Rambaran	1:30 – 1:31
2	Introduction/Apologies	Mr Tanna (President)	1:31 – 1:33
3	Last meeting minutes	Shivani Rambaran	1.33– 1.35
4	CQC	Dr N Navaneetharaja	1.35- 1.45
5	Talk – Docs not Cops	Mr James Skinner Qualified nurse and works for the charity Medact	1:45 – 1:55
6	Complaints/Suggestion/Patient Feedback	Mr P Tanna	1:55 – 2:00
7	Fundraising for Jo's Cervical Cancer Trust Discussion	Shivani Rambaran	2:00 – 2:20
8	Email Confirmation	PPG Members	2:20 – 2:25
9	AOB	Practice Team PPG Members	2:25 – 2.30
10	<b>Next Meeting: 19<sup>th</sup> April 2019</b>		



## Patient Participation Group

Minutes of the meeting

18.01.19

Shrewsbury Road Surgery - Room 5

**Member Attendees:**

Dr N Navaneetharaja (NN), Shivani Rambaran – Medical Receptionist/PPG Champion (SR), Mr Charlie Camenzuli - PPG Member from Wandsworth Medical Centre (CC), Mr James Skinner – Qualified nurse and works with charity Medact (JS)

(PPG Members) Mr P Tanna – PPG Chair (PT) Mr S Sajjan SS, (PPG member), Mrs P Rowe (PR), Mr K Phull (KP), Mrs I Chohan (IC), Mrs Shilpa Patel (SP), Mr E Bekoe (EB), Mrs B Barclay (BB), Mrs J Chakravarty (JC), Ms B Tippett (BT)

Apologies: Mr J Karir (JK), Mrs E Danso (ED), Mira Rajan – Practice Manager (MR)

Note taker : Shivani Rambaran – Medical Receptionist/PPG Champion (SR)



<p><b>1, 2</b></p>	<p><b>Welcomes and Apologies</b></p> <ul style="list-style-type: none"> <li>• SR welcomed all to the meeting</li> </ul> <p>PT gave apologies for:</p> <ul style="list-style-type: none"> <li>• Rest of the PPG members &amp; MR</li> </ul>
<p><b>3</b></p>	<p><b>Minutes October Meeting and Action log - SR</b></p> <p>a) Minutes of meeting 19<sup>th</sup> October 2018  <a href="#">Action log and agreed by the Group</a></p> <ol style="list-style-type: none"> <li>1. Choose champions for sub-groups – currently pending</li> <li>2. Contact Ask and St Joseph’s Hospice for resources for Mental Health Open Day – currently pending</li> <li>3. Design promotional adverts for the PPG on the practice website’s homepage – successfully designed and live on website</li> <li>4. Arrange room for Diabetes workshop – room arranged and Diabetes workshop completed</li> <li>5. Collect toys for foster children – successfully collected toys and awaiting collection by local foster care charities and agencies</li> <li>6. Survey Monkey feedback questionnaire – successfully set up and promoted on surgery website</li> <li>7. PPG Newsletter – successfully created for December and January</li> <li>8. Online consultations – successfully set up and promoted as a way to contact GP</li> </ol> <p>b) PR requested for minutes of last meeting via email – confirmed email</p>
<p><b>4</b></p>	<p><b>CQC</b></p> <ul style="list-style-type: none"> <li>• NN informed that surgery is currently awaiting CQC results, which should be received in 1-2 weeks</li> <li>• NN highlighted surgery’s progress, such as redesigning the website, promoting social prescribing, becoming a park run practice</li> <li>• NN informed PPG members of the NHS 10-year plan and how it would affect funding of surgery</li> </ul>
<p><b>5</b></p>	<p><b>Talk By Mr James Skinner – Qualified nurse and works for the charity Medact</b></p> <ul style="list-style-type: none"> <li>• JS explained what is a hostile environment, in relations to migrants seeking healthcare through the NHS</li> <li>• JS informed that the government made significant changes to NHS in 2017 in the form of policies, such as charging for healthcare based on a person’s residency, and having to bring an ID to the hospital, potentially being billed for care</li> <li>• JS spoke about how those changes in the NHS affected the Windrush generation</li> <li>• JS explained that through the DOCS NOT COPS campaign launched by Medact, the charity is:             <ol style="list-style-type: none"> <li>1. Looking to revoke this policy</li> <li>2. Working across the country, with a focus in London</li> <li>3. Urging healthcare institutions to take a stand</li> <li>4. Closely working with Barts Health to make changes</li> </ol> </li> <li>• JS informed that healthcare would cost more due to delays caused by the policy</li> </ul>



	<ul style="list-style-type: none"> <li>• JS requested for PPG to help stop this policy by working with nearby communities</li> <li>• PR pointed out that the PPG would not break the law but instead talk publicly about this policy to promote discussion</li> <li>• JS informed that a similar policy was passed in Spain, which caused a 15% mortality in immigrant population due to costs</li> <li>• NN suggested working with the Newham CCG for support and the PPG need to act as the surgery is under contractual obligation</li> <li>• SS pointed out that short-term Visa residents often “fall through the cracks” and may or may not get care depending on their Visa</li> <li>• JS email address: <a href="mailto:jameskinner@medact.org">jameskinner@medact.org</a></li> </ul>
<b>6</b>	<b>Complaints/Suggestion/Patient Feedback</b>
	<ul style="list-style-type: none"> <li>• PT pointed out that there was a big queue at the reception and requested suggestion on how to tackle that issue</li> <li>• CC informed that the reception was not aware that he was coming for the meeting, which caused a short delay – requested to inform reception of any visitors beforehand</li> <li>• JC informed that patients were having problems using online patient access platform – SR advised that surgery is currently providing 1-to-1 help to anyone having problems using patient access through dedicated laptop at the surgery</li> <li>• PR pointed out that the surgery building does not have a signpost to inform patients of surgery location and the health centre needs to have a dedicated number to avoid confusion</li> <li>• SR informed that there is a signpost for surgery in the parking area</li> <li>• NN informed that surgery was in progress talks with centre regarding contact number and efficiency problems within premises</li> <li>• SS asked if there was a limit to the number of patients that the surgery could accommodate</li> <li>• NN explained that the number of patients a surgery can accommodate depends on the amount of care needed for each patient</li> <li>• NN informed that the two youngest partners have qualified as trainers and so the surgery can get new trainees, although there was a space limitation</li> <li>• PR asked if a patient could get referred to the speech and language therapy through GP or only through schools</li> <li>• NN confirmed that patients can get referred by GP and health visitors too</li> <li>• EB wanted more information regarding the catchment area changes</li> <li>• NN informed that catchment area has changed due to hospitals requesting for GP to be local when patients are referred</li> <li>• SR suggested to contact MR for more information regarding catchment area, or the reception for a copy of the catchment area map for our surgery</li> </ul>
<b>7</b>	<b>Fundraising for Jo’s Cervical Cancer Trust</b>
	<ul style="list-style-type: none"> <li>• SR informed that, in line with the national health calendar, the surgery would like to promote awareness of cervical cancer</li> <li>• SR suggested different fundraising activities, such as baking cakes, participating in a marathon/walk and wearing pink</li> <li>• SR informed that surgery was trying to promote cervical cancer awareness</li> </ul>



	<p>through fundraising the next week</p> <ul style="list-style-type: none"> <li>• PPG members not keen to fundraise and would not be able to participate in awareness promotion due to other commitments</li> <li>• NN suggested surgery focusing on awareness instead</li> <li>• IC suggested having a games contest for fundraising</li> </ul>
<b>8</b>	<b>Email Confirmation</b>
	<ul style="list-style-type: none"> <li>• SR requested for all PPG members to confirm their email addresses to facilitate PPG communication</li> </ul>
<b>9</b>	<b>AOB</b>
	<ul style="list-style-type: none"> <li>• CC requested for more information regarding the PPG subgroup idea</li> <li>• SR explained that subgroups within PPG would allow patients to participate in causes that is more important for them, such as Diabetes, Cancer, Carers and such subgroups</li> <li>• PT explained that subgroups would allow patients to provide feedback from other dedicated groups and report back to the sub groups - growing network</li> </ul>
<b>Next Meeting: Provisionally book in April 19<sup>th</sup> 2019</b>	