

PPG Group

Quarterly Meeting

Date: 19th October 2018

Time: 13:30 – 15:30

Present:	P Rowe , B Tippett, J Chakravarty, T Prabhudas, S Patel, B Barclay, E Danso S Sajjan, Dr Buva, Dr Navan, M Rajan, S Rambaran
Guest:	Cherry Salmon (Intelligent Health) – Intelligent Health works in collaboration with Newham CCG to support PPGs
Chair	T Prabhudas
Note taker	S Rambaran - MR introduced to the team the newly appointed PPG Champion
Previous Meeting Minutes	<p>Speaker who could not attend the last meeting – Mr PTanna advised that he is unable to contact. Postponed to another day.</p> <p>NHS 70 fun day and the open day – all organised very well. PTanna and EDanso urged the members who should support these events.</p> <p>GPPS discussed & Action Plan: Another meeting held and discussed with the group and the PPG engagement officer on 17/18/18</p> <p>New telephone system – Meeting was held on 6/8/18 – Mtanna attended as agreed – Sesui telephone services would contact our existing suppliers to connect the existing lines to the new lines. Plans were made and also discussed the ways of communications when installed.</p> <p>Group suggested SMS messages, notices, on newsletters website etc.</p> <p>EDanso advised that it can be organised when patients ring the old number a message can be run through of the change of line for three months (approx). Practice should still allow the patients to ring on old numbers once the new numbers are effective. Group collectively agreed with the new changes. Dr Navan reminded again the increase rate of online access and the telephone appointments are manageable at present. SSajjan urged and advised that the online services should be proactively promoted all the time as he finds much easy to book appointments,</p> <p>Group advised that the practice has created a Survey Monkey Questionnaires on practice website along with the Friend and Families test questionnaires.</p> <p>PT queried how the results will be collated. SRambaran advised that she has created a login ID and results can be obtained for discussed. Group was pleased.</p>

Minutes

Agenda item: Introducing new PPG member

Discussion:

S Rambaran informed that the PPG has a new member, Emma, who was unable to attend the meeting.

Agenda item: Increase participation in PPG

Discussion:

The PPG had organized a PPG open day together with the NHS 70th year anniversary on 01.08.18, in line with boosting participation in the PPG. It was noted that the amount of people who came to the PPG open desk or provided was not measured, However, there was a large attendance for the NHS 70th year anniversary, which helped to promote the PPG.

Dr Navan suggested identifying other champions like S Rambaran (PPG champion) to encourage patients to join the PPG and nominated S Patel as a diabetes champion.

Different timings for the meeting were suggested, however no conclusion was met.

It was suggested that, to encourage young people to join the PPG, emails and social media could be used.

Some PPG members were not keen on using social media, due to amount of time that would be needed to manage the accounts and respond to comments. It was also pointed out that, due to the anonymity provided by using social media, patients may be more liberal in language used.

C Salmon suggested having a code of conduct section on the social media platforms to provide boundaries and better manage social media accounts. It was also highlighted that social media is a powerful tool that can be used to give young people a voice.

The CCG's thoughts on social media were discussed. C Salmon pointed out that other practices have tried to use social media in the past, albeit a short time due to account management issues.

The use of email to promote the PPG was welcomed by PPG members, as well as use of Survey Monkey to gather feedback from patients. All email addresses of those present was confirmed by M Rajan.

Dr Navan suggested using text messages to notify young people of the PPG. E Danso suggested having business cards for the PPG which can be easier to promote between GP and patient.

S Rambaran suggested working with Newham College of FE through work experience opportunities to promote the PPG through digital marketing.

It was suggested to have a Whatsapp group for the PPG and a dedicated surgery number for the PPG. M Rajan pointed that the practice is investing in a new telephone system and she will look into having an option for the PPG within the main telephone options.

Agenda item: PPG Sub-groups

Discussion:

S Rambaran suggested having various PPG sub-groups targeting different areas that patients would be more interested in based on their health conditions, such as diabetes, cancer, mental health, LGBTQ, pointed out that all sub-groups would be part of the larger, general PPG. Having sub-groups, S Rambaran suggested, could help to better share resources among different patient demographics and boost PPG participation as patients would have the choice of attending meets more related to them.

Those present shared mixed views about the idea.

E Danso pointed out that having sub-groups could fragment the PPG.

Dr Navan suggested that the PPG could initially start with having champions for each sub-group, and having sub-groups could also help strengthen the general PPG.

S Sajjan questioned whether the PPG would have enough time to cater for sub-groups.

P Rowe pointed out that the PPG would be fragmented only if there are feuds and badmouthing, also pointing out that all members of the PPG are friends. She also noted that if patients have a calling for a specific issue through the sub-groups, then the PPG should “go for it”.

Dr Navan noted that having sub-groups could help social prescribing and improve care navigation through the PPG.

Action items

Person responsible

✓ Choose champions for sub-groups

Agenda for next meeting

Agenda item: Organising Diabetes open day on 29.10.18

Discussion:

S Rambaran suggested having a diabetes open day on 29.10.18, activities including: introduction to diabetes, yoga class, home exercise tutorial, motivational speakers and diet. Presenters would be Dr Navan and Nurse Fathima, while motivational speakers would be patients who have successfully managed diabetes. All members agreed.

It was decided that the event should only be promoted to diabetes patients. Timings for the event was suggested for 10am – noon, with a walking group scheduled after noon.

T Prabhudas informed that regular Yoga classes are arranged within the community and patients could be linked to different community activities.

It was suggested that the Newham magazine could be promoted at the reception, but also pointed out that everyone living in Newham usually would get a copy of the magazine sent to their home directly.

Dr Navan noted that we need to reserve a room to have the event. M Rajan will contact health centre to arrange room. He also noted that the PPG should synchronise health activities with the national health promotion days, in order to make use of promotions already happening within the community.

Action items	Person responsible
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✓ Arrange room for workshop	M Rajan
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Agenda item: Organising Mental Health Awareness day in November

Discussion:

S Rambaran suggested having a diabetes open day in November. Presenters would include Dr Buva and another health care professional. She advised that the specific date will be scheduled after confirming with all presenters.

Dr Navan suggested that the PPG could receive support from St Joseph's Hospice and the Namaste programme.

T Prabhudas suggested contacting Ask, a mental health organisation, for resources to help with the event.

Action items	Person responsible
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✓ Contact Ask for resources	T Prabhudas
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✓ Contact St Joseph's Hospice for resources	Dr Navan
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Agenda item: Organising a holidays charity event

Discussion:

S Rambaran suggested hosting a family dinner for homeless people or giving gifts to foster children, in the spirit of the holiday season.

It was suggested to contact homeless community groups on how to handle complications arising from hosting a dinner for homeless people, such as alcohol use. It was also suggested that we would work with other organisations in activities already being organised in the community to reduce workload.

A food bank event was suggested, and that the PPG would need to find the local food bank details.

It was suggested that an event could be arranged for patients to contribute toys for children. It was agreed that no money would be involved, and patients would only be able to contribute toys.

Agenda item: PPG Newsletter

Discussion:

The members discussed the introduction of a quarterly PPG newsletter. The PPG newsletter was suggested to promote past, current and future PPG events to the wider patient population, provide more information on how to become a PPG member, share contact and structure details of the PPG, and link to community events as a means for social prescribing. Members agreed.

Agenda item: PPG promotion on surgery's website

Discussion:

S Rambaran suggested having promotional adverts for the PPG on the practice website's homepage, in addition to the existing PPG web page on the practice's website. Members agreed.

Action items

Person responsible

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| ✓ Design promotional adverts for the PPG on the practice website's homepage | S Rambaran |
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Other Information

MRajan welcome any suggestions for online consultations. Group responded very well to the online consultation as this would help the clinicians to avoid unnecessary appointment i.e. sick certificates – Dr Navan elaborated the type of the sick certificates, minor ailment conditions, self-management etc.

As the online consultation well received by the PPG, practice has decided to go for this new innovative way to move forward in healthcare services.

Action items	Person responsible
To set a go live date and inform the group.	MRajan

Next meeting:

It was concluded that the members will choose champions for different demographics and discuss (on request of P Rowe) during the next PPG meeting, scheduled for 11.01.19.