

MINUTES OF THE PPG MEETING HELD ON 29th April 2017

Members Present: George, Beryl, David, Beverley, Tracy, Karen, Shani, Naina.

Apologies: Avril and Dildar

ITEM	DETAILS	ACTION BY
<p>1. Matters arising from last meeting</p>	<p>Corrections</p> <p>(h) Missed Diabetes UK Information Stand</p> <ul style="list-style-type: none"> • Information stand on a Wednesday every week. 1st session on Diabetes • Minutes of last meeting agreed. <ul style="list-style-type: none"> f) Noticeboard – Naina to discuss with David. g) Room for PPG material now usable. Karen to let PPG know when able to start. <ul style="list-style-type: none"> i) PPG space on surgery website – Karen will go through minutes and put relevant information from the minutes on the website as discussed. j) Terms of reference – Naina, Tracy & Shani met up and looked at quite a few different references. Tracy to put new documents together for consideration by PPG. <ul style="list-style-type: none"> a) Items from Karen – Barking & Dagenham, Redbridge and Havering NHS Survey. Tracy to send Pam a printed version of survey. 	<p>Naina/David Karen</p> <p>Tracy</p> <p>Tracy</p>
<p>2. Agenda Items</p>	<p>a) Items from Karen GP Resilience Programme. Surgery has chosen to undertake a Self-Care Project tackling diabetes. Karen conducted a brain storming exercise with members of the PPG to find out our ideas on how to engage with patients with diabetes and what possible barriers people face preventing them from helping themselves to manage their condition. There are currently 1017 patients at the surgery suffering from diabetes. The surgery will focus on 3 areas, blood pressure, cholesterol and HBA1C. 92% of those patients have high levels of all three recorded but only 37% is within the required range. Karen is developing a self-care template for each patient and will bring a version to the next PPG meeting.</p> <p>b) Observer – Hyacinth PPG requested that Hyacinth provide the group with a profile of her background and also ask what information she will bring to the PPG meetings.</p> <p>c) Fit for Fun New member can join from within the borough of Redbridge; they do not need to be members of the surgery in order to increase the numbers.</p> <p>d) Feedback from Catherine <ul style="list-style-type: none"> ○ Catherine gave her update on feedback from patients. ○ Naina suggested that we provide Catherine a list of questions in the form of a survey to ask patients and also to inform them of what is going on. ○ Catherine, Naina, David and Karen will meet up to put together the relevant questions. </p> <p>e) Suggestion Box Nothing in the box except 51p! Money to go in collection box. As there was nothing to report for the second month Naina suggested that we could produce a card for patients to write their</p>	<p>Karen</p> <p>Naina</p> <p>ALL</p> <p>Catherine</p> <p>Naina</p> <p>Catherine, Naina, David and Karen</p>

	<p>comments on and change the wording on the suggestion box to read 'HAVE YOUR SAY' to encourage patients to write their comments .</p> <p>f) PPG Survey - around diabetes Naina suggested we discuss at another meeting. We need to have a themed approach stated Karen re more information on patients with diabetes. Naina recommended that the receptionist/nurses can hand out to relevant patients. This will be done when the surgery have started the work they are doing as it will help them to see how the patients feel and what else will help them.</p> <p>g) PPG Space on Surgery Website Items to be placed on website Minutes & dates for events that the PPG may be organising. Karen asked Naina to come in and speak to Emily who updates the surgery's website. She is in the office from 8 – 4 pm Mon-Fri for ideas we can put on. Naina to arrange a meeting with Emily.</p> <p>h) Information Stands First stand by Diabetes UK – leaflets are available and Karen will put in surgery Dementia Awareness will have a stand on 17th May 2017 in conjunction with Dementia Awareness Week. Naina to send everyone the calendar of organisations and weeks they will be exhibiting at the surgery. Once the current diaries of organisations have had an information stand, the information stand will move from every week to every other week. Tracy to send pam the diary of organisations via the post once she has received the details. Naina requested a PPG stand and asked everyone to think about who would be able to represent the PPG. Shani suggested that a member of the PPG should be available to meet and greet the organisations presenting for the first five minutes to ensure that everything is set up properly for them and to answer any queries they might have. Pam would like to represent the PPG at the first with Diabetes UK on 10th May 2017.</p> <p>i) Terms of Reference As above in Matters Arising.</p> <p>j) Attendance and contact with GP's GP's meet on Fridays from 12 pm. We would like a slot at one of their monthly meetings. It was agreed with Karen that due to the limited amount of time our presence will be represented by the Chair plus 1.</p> <p>k) Newsletter Items for newsletter – Dementia, Diabetes Information afternoon and Fit for Fun.</p> <p>l) A.O.B Carparks – David stated that they were still a mess.</p>	<p>Naina</p> <p>Karen</p> <p>Tracy ALL</p>
<p>3. Future Plans</p>	<ul style="list-style-type: none"> • Promote awareness of PPG and get more patients to join group. • Self Help Groups – try and start up for bereavement, mental health etc. • Revise communications & contact meetings with GP's of surgery 	
<p>Meeting Closed</p>		