

MINUTES OF THE PPG MEETING HELD ON 29th July 2017

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

Apologies: Avril, Beverley and Pam

Received a letter from Avril to state that her husband had passed away. Naina will send flowers and Beryl a card from all PPG members with our sincere condolences.

ITEM	DETAILS	ACTION BY
<p>1. Matters arising from last meeting</p>	<ul style="list-style-type: none"> • Minutes of May meeting agreed. a) A.O.B - LEG meeting cancelled. b) A discussion was held as to why the June meeting was cancelled after a number of individuals could not attend. It was then agreed that all future meeting will take place if there is a minimum of 4 individuals attending. Naina stated that even if she is not able to attend meetings she is approachable and can be contacted by all members and members should discuss any concerns they have with her and not each other. c) There will be no meeting in August 2017. 	
<p>2. Agenda Items</p>	<p>a) Items from Karen Enter & View – by Healthwatch Redbridge regarding implementation of the Accessible Information Standard. Naina explained that this, standard states that people with a hearing impairment, visual impairment or Learning disability should be provided with information in a way that suits them. They were happy with changes the surgery has made. Verbal feedback received was good. Karen stated that it is ‘flagged’ on the reception computer screens where people require accessible information. Nurse Survey - Audit results given. Monthly Call Reports – Will be place on the board for patients to see.</p> <p>b) Catherine’s resignation & Role Catherine resigned due to ill health. She did not contact Naina as chair to inform her of her resignation. This role is now vacant. It was agreed that all members will now complete the new survey with patients whenever they come into the surgery.</p> <p>c) PPG Meeting – As above (matters arising)</p> <p>d) PEF & LEG Naina could not attend the PEF meeting and the LEG was cancelled because the chair was sick</p> <p>e) Suggestion Box PPG received a letter from Avril as above. 3 responses from patients -2 surveys and 1 compliment.</p> <p>f) Information Stands In a discussion, it was agreed that the information stands were not productive. I.E. They captured the wrong audience for example Prostrate Cancer was not seen by those at risk but instead was seen by all patients who happened to be at the surgery at the same time as the information stand. Karen suggested that we speak to Dr Clark and see what can be done as there is a possibility that we can do something. The Diabetes stand was productive and they reached many people. This was because patients with diabetes were called to attend from the surgery.</p>	<p>Karen</p> <p>ALL</p>

	<p>Naina stated that we need to rethink this topic. Karen suggested that possibly we should bring people in who suffer from the same ailment to see the doctor or nurse and have the information stands then.</p> <p>Karen and Naina will work on a date when they can bring people in for Dementia Awareness and will arrange another Diabetes stand.</p> <p>g) Terms of Reference Speak to Tracy Bedford who has Terms of Reference for all PPG's.</p> <p>h) Newsletter Dates needs to be given to Shani for PPG Stand for Surveys and recruitment.</p> <p>i) Attendance and contact with GP Karen will provide dates when Dr Clark is free to meet up with George to discuss Prostrate Awareness for patients and discuss other services that can be offered to patients.</p> <p>j) A.O.B David PPG Notice Board.</p>	<p>Naina/Karen</p> <p>Naina</p> <p>Naina</p> <p>Karen</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>		