



College Health Ltd

Thurrock Health Centre

Patient Participation Group Meeting

Tuesday 8th May 2019

MINUTES

		Name
1.	<p><i>Welcome, Introductions and Apologies</i></p> <p><i>Minutes from previous meetings --Action Point Reviews</i></p>	
2.	<p><i>What is the PPG</i> <i>Discussions were held on what the PPG is, and how this can benefit patients and the practice.</i> <i>How the patient experience can be improved</i></p> <p><i>Patient input is crucial to the development of the Thurrock Health Centre's services and the future of the NHS as a whole, and we welcome patients from all ages and backgrounds to join our PPG.</i></p> <p><i>The group meets every 6 weeks to discuss the quality of our services, potential ways to improve the practice and methods to further local health education. The opinions, concerns and ideas that arise from these discussions are highly valued and have made significant differences in the past.</i></p> <p><i>The PPG is user led and the following agenda is for ideas of possible works the PPG could undertake</i></p>	
3.	<p><i>Skills Audit</i> <i>A Skills audit was undertaken of all members present to identify skills to enable the PPG board themselves to allocate tasks amongst themselves effectively</i></p>	
4.	<p><i>Review of Constitution</i> <i>Purpose of constitution discussed that this is the rules by which the PPG should operate and the document also explains the voting process</i></p> <p><i>ACTION - Two members tasked with reviewing the document and feedback</i></p>	
5.	<p><i>Review of Complaints Policy/Zero Tolerance Policy</i> <i>The purpose of the policies was explained to the PPG and how it was important to gain patient feedback to ensure the policies are fair and transparent.</i></p>	



	<p><i>ACTION - Two members tasked with reviewing the document and feedback</i></p>	
6.	<p><i>Events to be planned</i> <i>Events suggested that the PPG could plan:</i> <i>Listening Event</i> <i>Carers Event</i> <i>Living with Diabetes</i></p> <p><i>ACTION - Two members tasked with planning Head Lice Awareness and Carers event and feedback</i></p>	
7.	<p><i>Surveys</i> <i>It was suggested that the PPG initially undertake and focus on two surveys for the Children's Clinic and Patient Surveys. The purpose of these surveys is to highlight the good service we provide.</i></p> <p><i>ACTION - Two members tasked with creating a survey and feedback</i></p>	
8.	<p><i>Telephone Triage</i> <i>The group spoke about this system and how we could raise awareness. The group were asked to think about this and bring suggestions to the next meeting.</i> <i>The group had advised that on occasions staff are giving out times for the telephone appointments – SG will raise this with reception staff at the admin meeting</i></p>	
9.	<p><i>Website Reviews and Social Media</i></p> <p><i>The group were informed about the ability to leave patient reviews of the service on the NHS website. It was discussed what we could do better, ideas included getting patients to submit reviews on site following their appointments.</i></p> <p><i>The creation of a PPG facebook page was also discussed and how this would be of huge benefit to the PPG and patients. VP(IT Support for College Health) to liaise with PPG members.</i></p> <p><i>Four group members volunteered to work on the social media page and get this up and running, from that they will link to patient surveys and feedback.</i></p>	
10.	<p><i>Dementia Friends</i> <i>DQJ is looking at holding an event for Dementia, an awareness/workshop. Dementia action week is 21-27 May and National Dementia Day is 09.09.19. Any ideas or support from the PPG will be greatly appreciated</i></p>	

11.	<p><i>AOB</i></p> <p><i>PM explained that his experience with Social Prescribing wasn't very good. PM shared with the group what social prescribing is – better health without medicine, signposting service, social support, benefit assistance, help for patients with depression, loneliness, weight issues etc. To look into asking if social prescribing would be interested in holding a stand in our reception area to raise more awareness of the service.</i></p> <p><i>Carers Week – June 2019 – possibility of Cariads holding a stand in our reception during that week.</i></p> <p><i>RM asked if the PPG was voluntary and unpaid – Yes</i></p> <p><i>RM asked about College Health – CH is a business delivering NHS services to the patients under a contract led basis</i></p>	
12.	<p><i>Next meeting date to be arranged</i></p> <p><i>As there are a lot of actions to undertake the group has decided to meet again within 4/6 weeks</i></p>	

The Purpose of the Patient Participation Group is to discuss the Services offered by the practice, patient experience and improvements that can be made.

Ground Rules

- Everyone's views must be listened to and respected
- No discrimination will be tolerated
- The Patient Participation Group should not be seen as a platform to raise an individual complaint. (Those should be raised individually with the Practice Manager).