

Blithehale Medical Centre
Patient Participation Group
17TH October 2018

Minutes

Attendees - Dr Penny Louch, Bola Jacobs, Ron Sale, Dr Sophie Osbourne, Angela Broome, Rahan Miah, Peggy Metaxis, Joy Godsell, Catherine Byron, Lea Gratch, Mark Mapstone, Abiola Owolabi & Richard Palmer.

Minutes – Kate Snell

Next PPG Meeting – 13th December 2018

AGENDA ITEM	ACTIONS
<p><u>1, Last Month's Minutes/Actions</u></p> <p>Room space – (AO) Meeting will be going ahead (November? December) to plan ahead for the practice over the next 5 years. Room space/use of rooms will be significant agenda topic. Will include not only room space but consultation types – IE offering more online /telephone consultations.</p> <p>Query re DNA statistics following QI involvement. PL currently on A/L.</p>	<p>*PL to bring along stats to next meeting.</p>
<p><u>2, Introductions</u></p> <p>Introductions of PPG members, existing and new. Also attending members of staff from BHC.</p>	
<p><u>3, Raj - Clinical Pharmacist</u></p> <p>Run through of clinical pharmacist's role. Raj here at Blithehale Wednesdays and Thursdays – face to face and telephone consultations available. Dealing with complex medication queries, medication reviews and minor.....</p>	
<p><u>4, PPG Moving forward</u></p> <p>Discussion regarding the future of PPG and how we go about taking this forward. Agreed that PPG now has enough members to establish some roles. For example, secretary and chair. Agreed these roles do not have to be fixed and could be rotated.</p> <p>Ron to consider taking on role as chair, Joy to consider secretary role.</p>	

<p>Agreed that practice will still support PPG with any printing etc, but that agenda should be created by PPG members, not by Blithehale staff.</p> <p>AO – Group should consider more ways to promote the PPG (Posters in reception, info in welcome packs for new patients, minutes & agenda to go on practice website?)</p> <p>LG – Noted recent significant increase in numbers of attendee’s – should we consider monitoring this for now, before working towards increasing further.</p>	<p>*For further discussion/ to implement idea’s</p>
<p><u>5, Staff/ Staff Changes</u></p> <p>*New receptionists – Sonia Begum and Jamal Hussein. *Dr Amy Banks and Dr Anna Witt are now both back from maternity leave. *Dr Najia Sultan – will be on maternity leave from mid-November.</p> <p>Subsequent conversation regarding new photo board in reception. Patients have been seen taking pictures of this. Note now up to inform patients that no photography is permitted.</p>	
<p><u>7, Any Other Business</u></p> <p>MM Online ordering – scripts. Still not getting everything that has been ordered. System needs to have ‘other ‘box. To enable patients to order that isn’t on repeat. SO – Agrees that ‘automatics’ don’t appear - perhaps this could be amended?</p> <p>MM Agenda ideas? Subsequent discussion. Topic of Death Cafes re-visited. Previously unsuccessful. ? Death Dula to visit PPG</p> <hr/> <p>RP INFO TH Autism Carers Group. Wednesday 5.30pm – Whitechapel Ideas Store.</p> <p>Disability/ Impairment? Travelling through Gatwick Airport - Lanyards can be picked up at terminals – staff trained to look out for these people and offer extra support. Online application can be made. (HiddenDisability@gatwickairport.com)</p> <hr/>	<p>*SO -To discuss at management meeting.</p> <p>*To discuss with CW – familiar with procedure!</p>

<p>LG Following on from presentation last PPG re 'HAES' Huffington Post article to email around with lots of info- including clinical observations. -interest lies in health and fitness opposed to focusing solely on weight- and the subsequent promotion of health across the spectrum.</p> <p>Discussion re BHC endorsing this; BJ – May not be practical for practice to endorse, as previously mentioned by PL. Legal elements/ would need to be coming from a certified organisation- so endorsing would not be possible.</p> <p>LG – Unsure of how to pursue further – would be useful to discuss via email? – and have as agenda item at next PPG meeting?</p> <p>Agreed that PPG members must take responsibility for creating agenda. Subsequent feedback mixed; felt that PPG should be a collaboration of different ideas and therefore should be added to agenda. SO (Clinical) agrees some very good ideas, in terms of promoting confidence 'AES' – however, legally, practice must be very careful in terms of involvement with non-certified organisations. Some members not keen to re-discuss topic again.</p>	<p>*BJ suggests taking email addresses, as discussed, to allow those who wish to further support LG, access to involvement</p>
<p><u>Next meeting</u></p>	<p><u>Thursday 13th December 2018</u></p>

