

## Minutes of the BHGP Patient Participation Group Meeting held on Tuesday 21<sup>st</sup> April 2015

### Present:

AB, RD, LE, AH, WHL, GL, ML, JM, CP, DS, CW

### Apologies: ER

### Introductions and Background information

JM welcomed everyone to the 2<sup>nd</sup> meeting of the group and welcomed ML and RD who hadn't attended the meeting previously and asked them what they would hope to achieve being part of the Group.

### Why Do you want to get Involved/Purpose of the Group

ML explained that he was involved with Health Watch and would like to use his skills to try and improve delivery of services. RD explained that she had been a Carer and could offer perspective from a Carer's point of view. A discussion took place about some personal reasons for wanting to be part of the group. WHL pointed out that it wasn't a forum for complaints, personal issues or grievances, she explained that the purpose of the group was to give patients perspective on service and communication which forms part of a wider agenda to improve things. JM explained that the practice will be joining the National Association of Patient Participation (NAP)

### Where do we go from here?

There was a discussion about what should be the Terms of Reference for the Group and GL suggested sharing some Terms of Reference that was targeted for a wider audience. WHL explained that the PPG can advise patients regarding preventative services such as smoking and sexual health. DS mentioned that she didn't feel that communicating online was the best way, especially for older patients who may not have a computer. GL mentioned that the PPG should be the ones to communicate with patients and Jackie pointed out that the practice is sent items to forward to the PPG but is not always sure if they are a good thing to send on because of spamming issues. ML suggested that once the Chair and the Secretary has been elected, it could be part of their remit to decide what gets sent onto the Group.

WHL enquired if a smaller Core group should be introduced that could coordinate things so that the practice does not get bombarded with administrative tasks. JM pointed out that we had in the past used text messaging to communicate with patients but it was also discovered at that time that a lot of mobile numbers were out of date as people do not think to advise their doctor's surgery of changes to their mobile numbers but it was a better way of advising patients of larger meetings as it had worked very well when text messaging was used by a number of practices to advise patients of a previously under-subscribed weekend service that was available and patients were queuing around the block.

CP was asked to send an e-mail with the e-mail addresses of the Group included so that the Group could e-mail each other as necessary.

A discussion took place about commissioning and WHL explained that a lot of practices and PPG's were confused how things had been set-up but she gave a brief depiction to the Group on the local set up. Jackie explained to the group that funding for services such as sexual health and health checks had to now be claimed from Local Authorities. GL said that the CCG had not made much of an effort to

communicate with the public but WHL explained about the Network meetings and said that now would be a good time to change things.

**Some useful dates:-**

Network meeting – Wednesday 22<sup>nd</sup> April 5pm 336 Brixton Road

The next CCG meeting is on 6<sup>th</sup> May. (for more information, contact Wai Ha)

10<sup>th</sup> June – Health Watch Seminar (for more information contact Michael Loosley)

1<sup>st</sup> – 6<sup>th</sup> June – Lambeth PPG Awareness Week (3 workshops will be organised during this week in each locality – contact Wai Ha for more information)

**PPG Roles**

LE was nominated for PPG Chair - accepted

DS was nominated for Secretary/Communications Officer - accepted

**How frequently do you want to meet?**

It was still felt that the group needed to meet on a bi-monthly basis.

**Date of Next Meeting**

With refreshments available (organised by PPG) - 16<sup>th</sup> June 2015 5:30pm