**Primrose Hill Surgery PPG (Patient Participation Group)**

(1st Meeting Minutes – 17th Sep 2013)

***Opening:***

The first meeting of the Patient Participation Group for Primrose Hill Surgery took place between 18:00 – 19:00 on Tuesday 17th Sep 2013 in the patient’s waiting area of Primrose Hill Surgery.

***Present:***

From Primrose Hill: Donika Xhixha (Practice Manager)

From Camden CCG: Isabel Fernandez-Grandon (Patient Experience Manager)

From Registered Patients: Janet B, Jessica B, Charmian C, Isidore C, Sally De S, Theresa H, Judith H, Sylvia J, Ann K, Imre L, Dorothy M, Akram Q, Jean R, Eleanor S.

***Introduction Agenda:***

Since this was the first meeting the agenda was determined by the practice.

**Part 1:** Donika opened the meeting by introducing herself, welcoming and thanking all present for attending the 1st Patient Participation Group Meeting of Primrose Hill Surgery. The Name of the group was agreed and the Aims and the Objectives of these meetings were explained:

**Name**

The Group will be called PATIENT PARTICIPATION GROUP (PPG) of Primrose Hill Surgery

**Aims**

* To foster effective communication between the practice and its registered patients
* To encourage patient engagement in the development of the practice

**Objectives**

* To establish a clear and effective communication route between the surgery, and its patients.
* To work in partnership with the practice to help patients take more responsibility for their health.
* To contribute to the continuous improvement of services and quality of care, and in the monitoring of current provision and levels of patient satisfaction.
* To provide practical support for the practice and help to implement change.
* To challenge and support the Practice, to improve service delivery.
* To work towards a membership representative of the patient population.

**Membership**

* The group shall be made up of volunteers who are registered patients at Primrose Hill Surgery
* All members will work towards meaningful, and beneficial, engagement between practice and patients.

**Part 2:** Camden CCG Representative (Isabel F-G) also introduced herself and made the recommendation to the PPG about the following as listed:

**PPG Officers**

These may be patients, or practice staff, and are responsible for coordinating the PPG activities, for feeding back from the PPG to the practice, and facilitating new members.

**Chair**

Responsible for the running of the meetings, setting the agenda and ensuring that decisions are made

**Vice Chair**

Responsible for assisting and supporting the chair

**Secretary**

Responsible for informing the wider membership of meetings and also for ensuring that minutes are taken

*Participating patients agreed to elect these representatives in the following meeting as they felt they did not know one another very well.*

**Part 3:** Each patient attending the 1st Meeting and forming the Patient Participation Group Meeting of Primrose Hill Surgery introduced themselves and each of them were invited to express one topic of interest or an issue that they would want feedback from the practice about. These were listed as such:

**Issues expressed by patients when introducing themselves as areas that they are interested in or wanting feedback from the practice:**

1. Visually impaired
2. Carers identification
3. Practice nurses
4. Changes in the NHS and the effect that this will have on the practice
5. How other PPGs across Camden work and how this can inform the primrose hill PPG
6. Mental health and social work
7. Liaison with Chemist, this is working well but the changes in the practice are a bad thing I don’t feel informed and is there a way that we could be better informed about changes to the practice – for example by letter.
8. Appointment system – I think that this is wonderful
9. Could we have more information on support, eg on self care, rather than needing a GP appointment
10. Community Association working with GP
11. Calling system in the waiting room
12. Need better communication with community services
13. Relationship between the body and mind
14. Appointment screens, is there sound available?
15. Communication – ask people their preferred form
16. The possibility of community prescriptions

There were also discussions of themes to be picked up for the next meeting. At the end the following was agreed:

Next Meeting Topic: Communication between Practice and Patients

Next Venue: Primrose Hill Community Association Ltd

29 Hopkinsons Place, London, NW1 8TN

Time & Date: Tuesday, 15th Oct 2013 at 17:30 – 18:30

Meeting concluded by Donika, who thanked the group for attending.