



## Frizinghall Medical Centre

### Patient Group Meeting

21<sup>st</sup> February 2019

#### **What is a Patient Participation Group (PPG)?**

The surgery has an active Patients Participation Group (PPG). It is a direct link between you (the patient) and the medical services provided by the practice.

The group provide a forum for patients to contribute to the decision making and service development within the surgery.

#### **What does the PPG do?**

It will act on your behalf to:

- Contribute to the improvement of services
- Improve communication between the practice and patients
- Provide practice support for change
- Organise 'awareness' days for patients on specific problems, eg obesity, men's health, women's health, carers' support, etc.

#### **What it is not:**

- A forum for individual disagreements between you and the practice
- A Doctor's fan club
- A burden to Practice staff

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<b>Emmerson Walgrove</b>	<b>Patient Engagement Lead (PEL)</b>	<a href="mailto:Emmerson.Walgrove@bradford.nhs.uk">Emmerson.Walgrove@bradford.nhs.uk</a>
<b>Jane Cunningham</b>	<b>Patient Engagement Chair</b>	<a href="mailto:Jane-cunningham@hotmail.co.uk">Jane-cunningham@hotmail.co.uk</a>

Present: Jane Cunningham (Chair); Kathryn Merrett; Barbara Simpson, Mouna Allam

Apologies: Khadim Hussain; Saeedur Rehman; Nasreen Aslam; Anna Greenwood; Jeff Cunningham

We went through the last meetings minutes and these were then agreed.

1. Emmerson informed members of the PPG that he had still to investigate and try and organise some Dementia Friendly training and would have discussion with our new Practice Manager once he had some dates as to which day would be best for this to happen, as practice staff could also attend.
2. As of to date, Jane Cunningham had not received a reply to her letter she sent to the CCG regarding concerns raised by the PPG.

Emmerson suggested that as Jane and other member where going to the CCG Patient Network on Wednesday 27<sup>th</sup> February, and its main area of topic was going to be on Care Navigation.

**It was agreed that it would be good for Jane to raise the concern at the Patient Network and to ask one of the organises about the letter and why she has not had a reply.**

Mouna, Practice Manager reminded members that the choice was all always the patients if you want to share information with reception staff and you will never be refused a GP appointment.

3. Emmerson and Jane presented new ground rules and constitution to members and these were agreed.

Emmerson was asked to make them available on the surgery website, they can be view by visiting the PPG page: <http://www.frizinghallmedicalcentre.co.uk/ppg.aspx>

Jane and Barbara asked about recruiting new members to the group and suggested we need to advise the next PPG, which was agreed, **Emmerson to design a flyer and publish the next meeting via our website, in the surgery and social media.**

Member suggest holding a Frizinghall Health day/fair in June, after a diction as to whether this was a good idea or not.

A provisional date of the 15<sup>th</sup> June was set and a proposed venue for it to be held was Frizinghall Community Centre.

**It was agreed that Emmerson to investigate the possibility of this with the Practice Manager and to make contact and have a meeting with Pervez Almed from Frizinghall Community Centre.**

4. Emmerson handed out the list of dated for Clinical Commissioning Group (CCG) Patient Network 2019 and informed members that it would be good members from

the PPG to attend as it provides an opportunity for us to hear and share good practices as well as supporting each other's development. can support you're in the Bradford district to find their own solutions to their care and support

Emmerson said the next meetings were on Wednesday 27<sup>th</sup> February at Carlisle Business Centre at 12:30pm or Thursday 28<sup>th</sup> February at Scorex House, 1 Commercial Street, Bradford, BD1 4AS was focused around the Care Navigation and said **he would attach the list to the minutes for members and patients as well as upload the list on to our website and publicise them via our social media**

5. Members requested that at our next PPG meeting, it would be good for one of our doctors to attend.

**Emmerson said that he would request this via the Practice Manager and said he was sure one of the Doctor would be able to attend the next meeting.**

**Next meeting: Thursday 4<sup>th</sup> April 2019 at 4:20pm**