

PPG (PATIENT PARTICIPATION GROUP) AGENDA

Tuesday 14th June 2022, 11am via Teams

1	Welcome and Introductions:
2.	Apologies: MP
3.	Minutes of the meeting for 08/03/2021 attached.
4	Meeting scheduled for 2022 – March 08/ June 14/ Sept 13/ Dec 13)
5	PPG to agree a chair.
6	Update by DS To provide a list of accommodation and expected increase in population due to building of flats in Brentford High street.
7	Patient feedback We have improved our patient feedback on our website.
8	PPG to comment on the documents circulated in March <ul style="list-style-type: none"> 1. Draft terms of reference 2. Role and responsibilities of Chairperson and Secretary 3. Action log
9	Special project – Jade Where to keep medical information for emergency worker – VIAL OF LIFE There is a program called Vial of Life that provides people with a form to fill out with medical information. A sticker is then placed on the front door to alert responders to the presence of the “vial” in the fridge. In areas where the program is utilized by ambulance agencies or fire departments, the vial can be a good way to get information to rescuers if a person is unable to talk.
INFORMATION	
	CQC – we are expecting another visit in April 2022. Waiting for a date
	Signs for Albany practice have been add to the practice
	Telephony – Vishav A new Web-based system has been implemented. It is much improved system with many fa- cilities: <ul style="list-style-type: none"> 1. Running report on waiting time on the phone 2. Monitoring of call

	Patient Feedback - Vishav
TASKS COMPLETED	
	Leaflet for “bed-wetting” sent to our patients and posted on the website
	Healthwatch Hounslow to visit Brentford Health Centre.
	<p>Patient Experience visit to Brentford Health Centre</p> <p>A visit from Healthwatch Hounslow took place on 07/09/2021 by Stuart McMichael. We are waiting for a report which will help us identify further action to improve patient experience.</p>
AOB	