

PPG (PATIENT PARTICIPATION GROUP) AGENDA

Tuesday 8th March 2022, 11am via Teams

1	Welcome and Introductions:
2.	Apologies:
3.	Minutes of the meeting for 24/009/2021 attached.
4	Meeting scheduled for 2022 – March 08/ June 14/ Sept 13/ Dec 13)
5	PPG to decide on Chair of the group. This could be a clinical lead/Practice Manager/Patient.
6	How to recruit more members to the PPG group? <ul style="list-style-type: none"> • Review processes for communicating PPG activity with wider patient population. • Review advertising and marketing of PPG
7	CQC – we are expecting another visit in April 2022. Waiting for a date.
8	Patient feedback <ul style="list-style-type: none"> • How to improve our patient feedback?
9	Complaints Reduced considerably as new manager Vishav is now dealing with all complaints by calling patients within 24 hours.
	National Patient survey <ul style="list-style-type: none"> • A message has been sent to all patients regarding national patient survey. Some of them may receive a message from NHS England. We are encouraging our patients to complete the survey to share their experience with the practice.
INFORMATION	
	We are planning to move back to the center of the old reception to improve visibility
	We have received a cheque for £250 from Lions Club Acton, towards PPG activities. I have banked that in the Albany account as PPG does not have an account. To discuss how to utilize this sum to improve patient care
TASKS COMPLETED	
	Contacting NHS Property services. They will not put any resource towards improving the Centre.

	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	