# PPG (PATIENT PARTICIPATION GROUP) AGENDA
## Monday 13th Feb 2023, 11am via Teams

| 1 | Welcome and Introductions: |
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| 2. | Apologies: AJ, DS, JT, PS, MB, LT, MDC |
| 3. | Minutes of the meeting for 14/06/2022 attached. |
| 4 | Meeting scheduled for 2022 – |
| 5 | Face to face appointments – VM<br><br>Total number of appointments in last 6 months<br>Total number of face to face in last 6 months |
| 6 | Complaints |
| 7 | Patient feedback -<br>Excellent Prescription service (JT) |
| 8 | Telephone update and waiting times - VM |
| 9. | SPECAIL PROJECT |
| | 24 Sept 2022 – Support MacMillan Cancer Research<br><br>1. Coffee morning/Cake Bake sale– Worked with Lions Club Acton to raise £1000<br>2. £500 was given to the Mulberry Centre – voluntary organisation supporting cancer patients and their families.<br>3. £500 was send to Macmillan Centre at Chelsea and Westminster NHS FDN Trust. They provide support and advice to cancer patients and their families |
| | 24TH Sept 2022<br><br>We organised a "Over 65 Health and Wellbeing Day" and invited over 300 patients. 67 staff and patients participated in the event. We organised a nurse, GP, a physio to attend the day to answer any queries.<br><br>Falls Prevention Officer was invited to do a presentation for over 65.<br><br>We were able to invite our local optician to highlight the importance of regular eye checks |
| | 24th Sept 2022 |

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| | We worked with our local partners, Lions Club Acton to support their initiative "Message in a Bottle" |
| | 21st October 2022 |
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| | Our practice nurse was supported by our staff to wear PINK to raise money for the Breast Cancer Research. A total of £350 were raised. |
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| | Lions club Acton supported this cause by adding £200 donation which was sent to the Breast Cancer support unit. |

| INFORMATION |
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| CQC – we are expecting another visit in 2023. Waiting for a date |

| TASKS COMPLETED |
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| Healthwatch Hounslow to visit Brentford Health Centre. |
| Patient Experience visit to Brentford Health Centre<br>A visit from Healthwatch Hounslow took place on 07/09/2021by Stuart McMichael. We are waiting for a report which will help us identify further action to improve patient experience. |

| AOB |
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| **Special Project**<br><br>**Message in a Bottle** |