

Holly Road Medical Centre

Patient Participation Group Meeting Minutes

11/03/2016 18.30 to 19.30

1. Attended:

- Practice: Dr Thakrar, Peter & Vira
- Patients: Mr Lewis Sampson, Ms Julie Jordan, Mr Cornelius Kelly & Mrs Reena Patel

2. Welcome, Introductions and Declarations of Interest

- Dr Thakrar welcomed Patients and congratulated all on the formation of Holly Road's first PPG to help provide feedback and improve patient care and services. Dr T provided patients with brief history of the structure and hierarchy of NHS covering NHSE, CCGs, contracts and how the current set-up links into Primary Care and the services it provides. This background was provided so that the role of the PPG and its purpose could be better appreciated by all participants.
- PPG detailed hand-out given to all participants explaining everything about a PPG – i.e. what a PPG group is, why it is desirable to have one, what they can do, their purpose and how they can effect change.

3. Being Representative

- It was discussed by Dr Thakrar and Peter that the PPG should endeavour to be representative of the Practice's patient population/demographics so that it can represent an overall patient voice.
- However, it was agreed by all members that this may prove quite challenging as the PPG role was on an unpaid, voluntary basis and may only attract those people who have the willingness, free time and flexibility to attend and of course the confidence to participate in such group sessions.
- It was noted by Dr Thakrar that there is a heavy bias on the working group population (ages 19-64) of the Holly Road

population comprising of >70% of total patients which may make it very difficult to form a fully representative PPG.

- Despite these challenges, it was discussed that all would cognisant to this fact but would try their best in such circumstances.

4. Setting the ground rules

- By the reference to the hand-out given to all, PPG activities and outcomes were discussed – refer to attached doc *“Holly Road Medical Centre, Patient Participation Group”* for point-by-point details
- Within this, the purpose of Holly Road PPG was all agreed by all to be:
 - Looking to set the agenda and take the lead
 - To discuss questionnaire, patient survey & developments and changes in the NHS
 - Listen to suggestions of ways to improve the Patient Journey
 - Listen to feedback on Practice services
 - Propose action/next steps on feedback received to improve patient care

5. Frequency of meetings

- It was agreed that the current PPG had the time and flexibility to convene approximately every 4 months.

6. Next steps for next meeting

- Election of chair and secretary
- Finalising and signing off agreed ground rules
- Setting objectives
- Agreeing terms of reference

7. AOB

Mr Lewis Sampson very kindly agreed to represent Holly Road PPG and attend locality PPG quarterly meetings as and when he would be able to.