

## Joint Patient Participation Group

### Albany, Brentford Group and Brentford Family GP Practices

#### Patient Participation Group Meeting Minutes 12 August 2019 6.30pm at Brentford Health Centre

|    | Agenda Items   | Action |
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| 1. | <p><b>Welcome</b></p> <p><b>Attendance:</b></p> <p><b>GPs:</b><br/>Dr J Chalmers-Watson (Brentford Group)</p> <p><b>Practice Staff:</b><br/>Linda Clubb (Practice Manager, Brentford Group)</p> <p><b>Patients/guests:</b><br/>BI, MS, PF, KP (guest from Better Mental Health Chiswick)</p> |        |

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| 2. | <p><b>Apologies</b><br/> Dr R Baxter (Albany)<br/> Raj Bhamm (Business Manager of the Health Centre)<br/> Loretta Fernandes, Practice Manager (Brentford Family)<br/> Marsene Walker, Receptionist (Brentford Group)<br/> Bharti Jhuti (Brentford Group)<br/> AJ (Patient)</p> |  |
| 3. | <p><b>Agree Previous Minutes and Actions</b></p> <p>Agreed</p> <p>Actions still in progress - see right side column —&gt;</p>  | <ul style="list-style-type: none"> <li>- Raj checking with all receptionists re new patient sign up sheets (including option to join PPG) and whether the same version is being used across all practices. BI sent latest sign up sheet to Raj.</li> <li>- AJ - following up with St Paul's, St Faith's and Baptists about representation on the PPG.</li> </ul> |

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| <p>4. <b>Matters Arising</b></p> <p><b>1. Next Awareness Day</b></p> <p>Mental Health Awareness Day: Saturday 5 October, 10am - 1pm, at Brentford Health Centre. This will precede World Mental Health Day on 10 October. There will be two main themes.</p> <p>1. Learn simple techniques to address stress and anxiety</p> <p>2. Raise awareness of the support available for those with mental health issues and their carers</p> <p><b>Organisations to involve:</b></p> <ul style="list-style-type: none"> <li>- Organisations on this list: <a href="http://www.hounslowhub.org.uk/health/health-resources/mental-health/">http://www.hounslowhub.org.uk/health/health-resources/mental-health/</a> and local mental health charities/organisations (see separate list).</li> <li>- Better Mental Health Chiswick attended this meeting and agreed to: cross-promote our events, be represented on the day with promotional materials, consider a short talk about mental health events in the area, and bring volunteers.</li> <li>- Hounslow Council and Counsellors: Cllr Lily Bath; Deputy Leader of the council and Cabinet Member for Housing and Social Inclusion has confirmed attendance.</li> </ul> <p><b>Marketing:</b> see separate document. Practices to put information on screens and send targeted text messages to patients.</p> <p><b>Volunteers confirmed</b> for 5 October: PF, MS, AJ, BI, Raj B</p> <p><b>Timing for the day: 10am - 1pm</b></p> <p><b>08.30am Arrive and set up</b></p> <p>09.30: Briefing for volunteers (Raj to lead)</p> <p>09.45: Volunteers ready and on the door</p> <p>10.00: Talk 1: Sally Gomme, Wellbeing Network Hounslow team manager, West London Mental Health NHS Trust: mental health services and users' experience</p> <p>10.30: Talk 2: Michael Smyth, Mental Health and Wellbeing</p> <p>11.00: Talk 3: Carol Clark, Clinical Exercise Specialist, Brentford FC Community Sports Trust</p> <p>-TBC - Awaiting confirmation of funding</p> <p>11.30 - 12.15: Carol Clark: exercise taster session 1 (TBC)</p> <p>12.15 - 1pm: Carol Clark: exercise taster session 2 (TBC)</p> | <ul style="list-style-type: none"> <li>- BI to..</li> <li>- confirm speakers for day and exercise taster sessions, when budget confirmed</li> <li>- contact designer re 2 x pull-up banners (when budget confirmed)</li> <li>- coordinate organisations</li> <li>- update event poster and circulate</li> </ul> <p><b>AJ to..</b></p> <ul style="list-style-type: none"> <li>- follow up with Ballymore, MIND in South Ealing, Barton, IAPTS Twickenham</li> </ul> <p><b>Raj B to..</b></p> <ul style="list-style-type: none"> <li>- report back to PPG re Lions Club - fundraising</li> </ul> <p><b>Dr JCW to..</b></p> <ul style="list-style-type: none"> <li>- confirm funding/budget available</li> </ul> <p><b>PF to..</b></p> <ul style="list-style-type: none"> <li>- Follow up with Groundworks social prescribers, Hounslow volunteer bureau, and Health for all Hillingdon</li> </ul> <p><b>ALL PPG members:</b></p> <ul style="list-style-type: none"> <li>- Please confirm if you can volunteer on the day and if so, for how long.</li> </ul> |
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| 5. | <p><b>Patient Members Comments</b></p> <p><b>1. Digital displays in reception area (PF/BI) - from previous meeting</b><br/> Two (Albany and Brentford Group) are showing identical information at exactly the same time.. could these be adjusted so there's at least two different sets of information being shown at the same time on different screens?</p> | <ul style="list-style-type: none"> <li>- <b>Actions carried over from previous meeting: 1. Richard B to speak to receptionists about screen for Albany - can it be used to announce patients; Practice Managers from Albany and Brentford Group to follow up</b></li> <li>- <b>2. Raj B to build mental health training into staff training plans</b></li> <li>- <b>BI to speak to DL about the screens</b></li> </ul> |
| 6. | <p><b>GP Practice Comments</b><br/>N/A</p>   |  |
| 8. | <p><b>Any other Business</b><br/>N/A</p>   |  |
| 9. | <p><b>Next Meeting</b></p> <p><b>Monday 9 September, 630pm-730pm</b><br/> Venue: Committee Room - Brentford Health Centre Boston Manor Rd, Brentford TW8 8DS</p> <p><b>Close</b></p>   |  |