

Joint Patient Participation Group

Albany, Brentford Group and Brentford Family GP Practices

Patient Participation Group Meeting Minutes

15 April 2019 6.30pm

at Brentford Health Centre

| | Agenda Items | Action |
|----|--|--------|
| 1. | <p>Welcome</p> <p>Attendance: GPs: Dr J Chalmers-Watson (Brentford Group)</p> <p>Practice Staff: Raj Bhamm (Business Manager of the Health Centre)</p> <p>Patients/guests: BI, AJ, PF, BS</p> | |

| | | |
|----|--|--|
| 2. | <p>Apologies Dr R Baxter (Albany) Linda Clubb (Practice Manager, Brentford Group) Loretta Fernandes, Practice Manager (Brentford Family) Marsene Walker, Receptionist (Brentford Group) Bharti Jhuti (Brentford Group) MS (Patient)</p> | |
| 3. | <p>Agree Previous Minutes and Actions</p> <p>Agreed</p> <p>Actions still in progress - see right side column —></p> | <ul style="list-style-type: none"> - 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. - Raj to let PPG know dates/themes for 2 more awareness days (1 every 3 months) for the rest of the year that the practices would like to promote. Suggested themes: Mental Health and Elderly. - AJ - following up with St Paul's, St Faith's and Baptists about representation on the PPG. - Raj following up with all practices' receptionists, to book smears and all usual checks with the hub nurse if practices have no appointments with their own nurses, and book appointments after 3pm on Saturday. |

| | | |
|-----------|--|--|
| <p>4.</p> | <p>Matters Arising</p> <p>1. Next Awareness Day Respiratory Health Awareness Day: Saturday 11 May, 10am - 2pm, at Brentford Health Centre. This will follow National Asthma Awareness Day on 7 May. There will be three main themes.</p> <ol style="list-style-type: none"> 1. Air pollution and how it affects asthma. 2. Testing people's lung age by blowing into spirometer 3. Asthma and the increase in allergies. <p>Organisations to involve:</p> <ul style="list-style-type: none"> - Smoking Cessation - Asthma UK - Pulmonary Rehabilitation - Hounslow Council <p>Marketing: the PPG will draw up a marketing plan for all to add to; will also create leaflets and request support from CCG for pull up banner. Practices to put information on screens and send targeted text messages to patients.</p> <p>Volunteers confirmed for 11th: PF, MS, AJ, BS, BI, JCW, Raj B</p> <p>Timing for the day: 10am - 1pm</p> <p>09.15: All volunteers to arrive and set up</p> <p>09.30: Briefing for volunteers (Raj to lead)</p> <p>09:45: Volunteers ready and on the door</p> <p>10.00: First talk TBC</p> <p>10.30: Second talk TBC</p> <p>11.00: Third talk TBC</p> <p>11.30, 12, 12.30: Talks 1, 2, 3 repeated</p> | <ul style="list-style-type: none"> - Raj to follow up with Richard re Pulmonary Rehab, lung-age device, and provide a laptop on the day - AJ to follow up with British Lung Foundation - 10 volunteers to attend, t-shirts and promotional materials; Asthma UK: how can we promote their online apps? Breathe Easy support groups - AJ to contact churches and Boston Manor Residents Association, and follow up with supermarkets re fruit and water for event. - AJ to follow up with GSK: can they provide inhalers/volunteers to demonstrate inhaler technique, educational films we can show etc - Raj to follow up re Mayor; and prepare to send texts to patients, share text message info with BS who will share with her local practice to do the same. - BI to invite DL and Councillors to the event, add to marketing plan and circulate to PPG - BI to follow up with DL on Health Help Now Hounslow app - can they support on the 11th - BI to write text for posters and send to Raj, Raj to update poster template and circulate - BS to see if can get volunteers and promote via newsletter, and to follow up with RS at Hounslow COPD Support Group re Breathe Easy - JCW - contact GSK Med. Rep and Green School. - PF to follow up with Smoking Cessation (in |
|-----------|--|--|

| | | |
|--|---|--|
| | <p>1pm: Close, tidy up and pack down</p> <p>3. Patient Member Comments</p> <p>3.1. Feedback on recent events:</p> <ul style="list-style-type: none">- Diabetes Awareness Day (24 November): excellent turn-out (200 people across 3 practices and a good cross section of the community), all from a single text from all practices to all patients with diabetes. Also attended by Chief Executive of HRCH and Ruth Cadbury. <i>Learning points:</i> notices on noticeboards to be larger and more visible. Diabetes UK had no volunteers to support.- Brentford Health Centre Information Stall (3 December): a well-organised and successful day raising awareness of PPG and gathering names of those interested in learning more about the PPG and what's on offer at the practices. <i>Learning points:</i> have a focal point to draw people to and a reason for them to engage; improve signage. | <p>surgery every Weds 3-5pm) and Air Quality Brentford</p> <p>-</p> |
|--|---|--|

| | | |
|----|---|---|
| 5. | <p>Patient Members Comments</p> <p>1. Notice boards in reception area (PF) PPG will have its own board in the reception area to advertise opportunity to join the PPG and PPG-led events. PF following up with Building Manager.</p> | <p>- PF to follow up with the building managers re use of notice board space to advertise PPG</p> <p>- Richard B to speak to receptionists about screen for Albany - can it be used to announce patients.</p> |
| 6. | <p>GP Practice Comments</p> <p>N/A</p> | |
| 8. | <p>Any other Business</p> <p>N/A</p> | |
| 9. | <p>Next Meeting</p> <p>Monday 29 April, 630pm-730pm Venue: Committee Room - Brentford Health Centre Boston Manor Rd, Brentford TW8 8DS</p> <p>Close</p> | |