

## Joint Patient Participation Group

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

#### Patient Participation Group Meeting Minutes

15 July 2019 6.30pm

at Brentford Health Centre

	Agenda Items	Action
1.	<p><b>Welcome</b></p> <p><b>Attendance:</b> <b>GPs:</b> N/A</p> <p><b>Practice Staff:</b> Raj Bhamm (Business Manager of the Health Centre)</p> <p><b>Patients/guests:</b> BI, AJ, PF</p>	

2.	<p><b>Apologies</b>  Dr R Baxter (Albany)  Dr J Chalmers-Watson (Brentford Group)  Linda Clubb (Practice Manager, Brentford Group)  Loretta Fernandes, Practice Manager (Brentford Family)  Marsene Walker, Receptionist (Brentford Group)  Bharti Jhuti (Brentford Group)  MS (Patient)  JT (Patient)  SS (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>- <b>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 to send latest sign up sheet to Raj.</b></li>   <li>- <b>AJ - following up with St Paul's, St Faith's and Baptists about representation on the PPG.</b></li> </ul>

4.

## **Matters Arising**

### **1. Next Awareness Day**

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.

1. Learn simple techniques to address stress and anxiety
2. Raise awareness of the support available for those with mental health issues and their carers

### **Organisations to involve:**

- Organisations on this list: <http://www.hounslowhub.org.uk/health/health-resources/mental-health/>
- OneYou Hounslow
- Better Mental Health in Chiswick
- Wellbeing Network Hounslow
- Hounslow Council and Counsellors: Cllr Lily Bath; Deputy Leader of the council and Cabinet Member for Housing and Social Inclusion has confirmed attendance.

**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.

**Volunteers confirmed** for 5 October: PF, MS, AJ, BI, Raj B

**Timing for the day: 10am - 1pm**

**09.15: All volunteers to arrive and set up**

09.30: Briefing for volunteers (Raj to lead)

09.45: Volunteers ready and on the door

10.00: First talk TBC

10.30: Second talk TBC

11.00: Third talk TBC

11.30, 12, 12.30: Talks 1, 2, 3 repeated

1pm: Close, tidy up and pack down

- BI to..
- put together costing template for future events
- contact designer re 2 x pull-up banners
- set up spreadsheet with mental health organisations and circulate to PPG
- update event poster and circulate
- follow up with DL - funding
- marketing plan

**AJ to..**

- follow up with Ballymore, MIND in South Ealing, Barton, i-aps Twickenham

**Raj B to..**

- follow up with Lions Club
- fundraising
- ask about a 2nd large room for physical activity taster sessions, and small rooms for one to one sessions
- find out costs of pull-up banners

**ALL PPG members:**

- Please confirm if you can volunteer on the day and if so, for how long.

5.	<p><b>Patient Members Comments</b></p> <p><b>1. Digital displays in reception area (PF/BI)</b> 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> <p><b>2. Training for reception teams on how to deal with patients with mental health issues (AJ)</b></p>	<p>- <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></p> <p>- <b>2. Raj B to build mental health training into staff training plans</b></p>
6.	<p><b>GP Practice Comments</b> N/A</p>	
8.	<p><b>Any other Business</b> N/A</p>	
9.	<p><b>Next Meeting</b></p> <p><b>Monday 12 August, 630pm-730pm</b> Venue: Committee Room - Brentford Health Centre Boston Manor Rd, Brentford TW8 8DS</p> <p><b>Close</b></p>	