

Palace Road Surgery

Patient Participation Group (PPG) Meeting

Wednesday 30.01.19

10am-11am

Those Present:-

Anushia (Assistant Practice Manager/PPG Practice Lead)
Shilpa (Practice Pharmacist)

Patient Attendees:-

17261
3130
21221
2693
53257
500909
2088
2529
10287
503094
16019
2712
56242

Anushia welcomed everyone to the meeting with light refreshments.

- **What is a PPG?**

The Purpose of a Patient Participation Group

The NHS constitution states:-

“NHS will actively encourage feedback from the public, patients and staff, welcome it and use it to improve services”.

“Patients have a key role to play as partners in both supporting the development of general practice and in ensuring the sustainability of the NHS as a whole. An enabler to achieve this includes strengthening patients input to the organisation and delivery of their general practice services through the development of practice based participation groups”.

Participation actively should always take into account barriers such as language, age, disability, access to information; great participation reaches people who find it difficult to get their views heard, it doesn't just speak to those who are already engaged and informed. Patients input must be sought and valued regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, gender and sexual orientation.

The purpose of the Patient Participation Group (PPG) is to:-

Discuss local incentives and patient group schemes

Discuss patient care

Discuss the GP patient survey

Discuss suggestions for improvement

Discuss local voluntary or community groups like Lambeth Healthwatch & Age UK

Encourage peer support

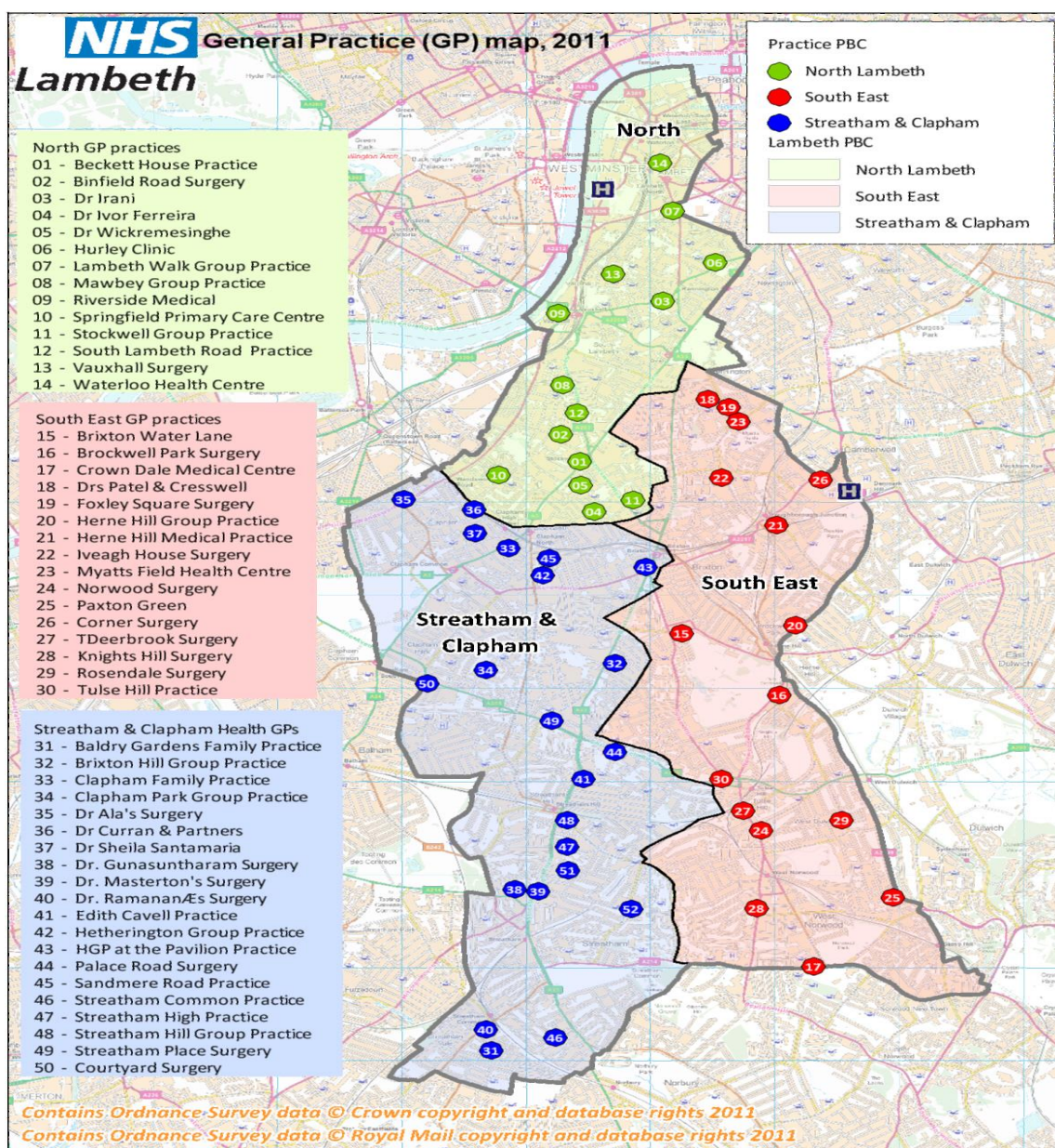
Discuss the CQC (Care Quality Commissioning) report

Discuss local surveys
 Discuss fund raising events

- **GP Cluster Groups**

GP Practices in Lambeth are being encouraged by the GP Federation to begin working together in locality Groups.

We are based in Streatham therefore Palace Road Surgery, The Vale Surgery, Valley Road Surgery, Streatham Hill Group Practice and The Exchange Surgery have all agreed to work together in a cluster group. The reason we have decided to work together is so we can offer specialist treatment at a local surgery rather than refer a patient to the hospital for secondary care. Patients will have the opportunity to attend a local practice and to have their treatment. We aim to concentrate on Diabetes and Long Term Conditions. We are at the very early stages of working in a cluster and hope to plan the future of GP Cluster Groups.



- **Medicines Management**

Shilpa our Practice Pharmacist delivered a presentation about Medicines Optimisation, Self Care and Medicines Waste.



PPG Presentation
Medicines Optimisatio

Questions asked by the patients and answered by Shilpa:-

Q. Are pharmacy staff trained to give advice to patients?

A. The pharmacy staff all have to carry out mandatory training in order to deal with minor ailments and to give patient effective advice.

Q. What if I have a chronic disease, can the pharmacist help me?

A. Pharmacists are able to ask a series of questions to pin point the issue and if there are any red flags they will sign post the patient to their GP.

Q. A patient said he had chronic back pain and the GP gave him medicines that did not help.

A. The patient was advised to come back and discuss his concerns with the GP to find out what the next course of treatment will be.

- **Patient Access**



Patient Access.docx

- **Self-Care**

What is Self Care?

Self-Care is about looking after yourself in a healthy way. It can be anything from brushing your teeth, doing some exercise, managing common conditions (also called minor ailments) like headaches, colds and flu or living with a long-term health problem, such as asthma or diabetes.

In the video below, GP and Self Care advocate Dr Gill Jenkins discusses the important role patients play in managing minor ailments and their own health, and how Self Care can result in a better, healthier, more independent life.

- **Your Medicines Cabinet**



Your Medicine
Cabinet.docx

- **Meeting Room Activities/Charity Fundraising**

Dr Roma Cartwright is helping the practice to organise Yoga Class at the surgery for patients to come along and learn about mindfulness and meditation. The classes will be aimed at people who are not confident in taking part in Yoga exercise to help them gain their confidence and practice Yoga techniques. People can observe or

use the chair to do the exercises. They do not need to sit on the floor if this would be uncomfortable for them. The Yoga instructor will be a trained professional.

The Surgery held a Festive Cake Sale Fundraising Event on 12.12.18 and 13.12.18 to help raise money for the Patient Participation Group. We are going to start doing more activities for our patients in our meeting room. We all thought Yoga Classes would be a good start. We had a raffle with prizes that have been donated by Retired Pharmacist Asmita from Mannings Pharmacy. Lots of patients donated cakes and bought cakes at the sale. We are very grateful to everyone who took part and want to thank everyone for their generosity. We managed to raise £310. A thank you text message was sent to all our patients from the Surgery.

We are at the stage of recruiting a Yoga instructor at the moment, who is qualified to teach Yoga to people of all ages and abilities. As soon as we have finalised the plans we will inform the patients about when the classes are due to start. There may be a small fee for the classes. We need to buy the equipment and make a donation to the Yoga instructor for their time spent running the classes. We hope to run the classes during weekday evenings and Saturdays. Please give your name and contact details to the reception staff if you are interested in joining the classes. The patients seemed keen to start the Yoga classes. Anushia agreed to keep everyone updated on the progress of the classes.

Anushia then closed the meeting and thanked everyone to attending.