

**Palace Road Surgery
Patient Participation Group Meeting
Saturday 20 July 2019
12:30pm-2:00pm**

Host: - Anushia Seevaratnam (Assistant Practice Manager)

Attendees:-

**PB
KA
AO
KA
VG
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DT
RL
CL**

Anushia welcomed the patients with refreshments. We all sat in the surgery waiting room to begin the meeting. Anushia began by thanking everyone for attending, then asked the patients to introduce themselves by their first names. We had some new PPG members that have joined the meeting which was very encouraging to see.

Starting with our lead patient we all gave a brief description about how and why we decided to join the PPG and talked about our interests, hobbies, activities that we take part in within the local community, time registered with the surgery, the history of the surgery, previous doctors, what we understand a patient participation group to be all about, and the main aims and objectives of being part of the Patient Participation Group.

The main consensus of the group was that PPGs work together with GP practices to help improve services and to promote health and improve quality of care.

Patient Partnership Groups vary because they develop and evolve to meet local needs of their Practice Population by:-

- Improving communication by assisting in the production newsletters or

leaflets that provide patients with information about their health and How to access services.

- Together with members of the Practice Team and other significant NHS

and/or Local Authority partners participate as appropriate in the organisation of health promotion events so that patients can have a really good understanding of their health and how best to look after it.

- Acting as a '*critical friend*' to the Practice, by helping it appreciate and

understand what patients are thinking and are saying about issues, such as, opening hours, telephone systems, requests for home visits, delays in

- Helping to fill some of the gaps in services by signposting patients to available support or providing services such as patient libraries, volunteer transport, befriending and support groups.

- Fundraising to support the work of the PPG and to improve the care that is available to patients of the Practice.

- Influencing the services that are provided, and where they are provided by taking part in what are called commissioning decisions: this means that services can be developed in the way that is best for patients.

Getting Your View

The group would like to contact patients on occasion by email and/or text so that they can obtain the views of the widest group of patients possible. We would like to obtain your email address and mobile phone number to do this. Please complete the Patient Contact Form to provide your consent for this.

Patient Participation Group

The Aims of the Patient Participation Group

- To offer opinions in a constructive manner and to put forward ideas on behalf of other patients.
- To improve the provision of health care.
- To improve communication between surgery, patients and the wider community about matters concerning the surgery and health in general.
- To provide assistance in development of new services.
- To encourage a spirit of self help and support amongst patients to improve their health and social care.

Building Capacity:

This is NHS England's attempt to get more staff into General Practice; the numbers of GPs, particularly in London is reducing. The Plan is in its early stages and aims to increase the numbers of doctors and appointment availability.

PPG Meetings and engaging with Patients:

Questions from patients at the meeting included, how we engage with patients, how we seek views of younger patients, timing of our PPGs. Anushia explained that we try to hold our PPG at a time when most can attend. We used to hold PPG meetings early evenings to accommodate those who are working and today is our first virtual PPG which we will use again in future. As regards engaging with younger patients Anushia said this is an area the practice

could do better on. One of the patients present who had experience in working with the Lambeth Children and Young Person's forum suggested some ways in engaging young people who are more likely to engage electronically than in person. Anushia said she was happy to discuss further with this particular patient following today's meeting. In the meantime young people are invited to complete our feedback form on our website.

Anushia said it would be very helpful to have some representatives from the patient group support the practice on special projects. This would not be any major commitment but it would be good to have some patients who were willing to liaise with the practice if for example we had some projects to roll out to patients and needed to run it past Patient reps for comment on documents being user friendly for example.

The main priority of any healthcare worker is providing the best care and services for their patients. To do that, the provider must first understand who their patients are.

That's why patient demographics are essential. The information you collect from patients can tell you a lot about their needs, allowing you to provide better care and the most effective treatments.

Why Do Patient Demographics Matter?

When you understand patient demographics, you can make decisions based on each patient's needs and situation.

The more you know about an individual's history, the better you can tailor your care to their needs. For example, a patient's location might affect their ability to receive immediate care, while their [ethnicity](#) and [medical history](#) might increase their susceptibility to a disease. It's also important for healthcare professionals to [be culturally competent](#) in order to put patients at ease, address their unique concerns and make them feel respected.