

Rushey Green site

The Primary Care Centre
Hawstead Road, Catford
London SE6 4JH
T: 020 7138 7150

Baring Road site

282 Baring Road
Grove Park
London SE12 0DS
T: 020 8857 5682

Meeting	Novum Health Partnership (NHP) Patient Participating Group(PPG)
Date	4 September 2024
Time	15:00 – 17:00
Location	Baring Road Medical Centre
Attendees	Natasha Zammit (NZ) - NHP and workshop facilitator
	Cerys Smye-Rumsby (CS) - Chair
	Gill Greggs (GG)
	Jeanne Mynett (JM)
	Elaine Curley (EC)
Apologies	Anthony Atherton (AA)
	Sue Hodge (SH)
Next Meeting Date	23 October
Venue	Baring Road Medical Centre and/or Via Teams
Time	15:00 – 17:00

PPG Workshop Outcome Notes: "Discovering Purpose: Why Are We Here?"

Workshop Objectives Achieved:

- Explored and clarified the group's purpose, reflecting on core mission.
- Defined key goals that align with our shared purpose and values.
- Discussed to improve communication, patient engagement, and health services.

Session Summaries and Key Outcomes:

1. Welcome and Introduction (15:00 - 15:10)

- Participants introduced themselves, and the agenda was reviewed.

2. Icebreaker Activity (15:10 - 15:25)

- Participants connected through an activity and shared initial thoughts on the group's purpose and goals, emphasising the need for patient engagement and clearer communication.

3. Session 1 – "Why Are We Here?" (15:25 - 15:45)

- **Outcome:** The group agreed that the PPG's core purpose is to improve communication between the medical practice and patients, ensure patient feedback is heard, and support service improvements.
- Participants reflected on the PPG's role in advocating for patient-centred care and shared insights on how the group can serve the community more effectively.

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4. Session 2 – "Who Do We Want to Be?" (15:45 - 16:05)

- **Outcome:** Key values identified included inclusivity, transparency, respect, collaboration, and patient-centeredness.
- The group discussed the importance of representing diverse patient voices and promoting a supportive, respectful atmosphere within the PPG.
- The PPG aims to be a proactive, patient-focused team that fosters trust and positive change.

5. Session 3 – "What Do We Want to Do?" (16:05 - 16:25)

- **Outcome:** Several key goals were drafted to guide future actions, including:
 - Improving patient communication by implementing newsletters and patient feedback systems.
 - Enhancing patient satisfaction by addressing key concerns, such as waiting times and appointment booking processes.
 - Organising health education events to promote preventive care.
 - Supporting practice development by providing continuous feedback and advocating for patient-centred improvements.

6. Session 4 – "Next Steps and Sustainability" (16:25 - 16:45)

- **Outcome:** Immediate action steps were outlined, to keep the momentum going.
 - **NZ to pull all outcomes into an forward plan until March 2025**
 - **PPG to review plan in March 2025.**
- The group agreed to meet regularly as previously scheduled but at an earlier time due to daylight saving hours.
- Biannual reviews and patient surveys will help measure success and adjust plans as needed.

7. Closing Remarks and Wrap-Up (16:45 - 17:00)

- Participants reflected on key takeaways, reaffirming the importance of inclusivity and collaboration.
- Next steps were discussed, including finalising the communication strategy and organising health education events.

PPG Purpose and Core Values

The **Patient Participation Group (PPG)** works closely with NHP to improve patient care and services. Key purposes include:

1. **Improving Communication:** Acting as a bridge between patients and the practice, facilitating transparency and patient understanding.

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2. **Providing Patient Feedback:** Gathering and presenting patients' views to guide service improvements.
3. **Promoting Health Education:** Organising health education initiatives to support community well-being.
4. **Influencing Practice Policies:** Shaping decisions on services and initiatives, ensuring they meet patient needs.
5. **Supporting Patient Involvement:** Encouraging active patient participation in healthcare decisions.
6. **Advocating for Community Needs:** Addressing broader community health issues in collaboration with local organisations.

Core Values and Behaviours:

- **Patient-Centeredness:** Prioritising patient needs and experiences.
- **Inclusivity:** Representing all patient voices.
- **Respect:** Fostering a respectful and open environment.
- **Transparency:** Ensuring honesty in communication.
- **Confidentiality:** Protecting patient information.
- **Collaboration:** Working together with the practice for shared goals.
- **Accountability:** Being responsible for actions and decisions.

Additional Notes typed up by NZ on behalf of JM

Sevenfields

- Housing and Health meeting schedule next week
- Diabetic meeting course – 11-12 at Goldsmiths Community Centre

Agenda

- For patients to have a voice in the practice
- NZ to provide a document collating thoughts
- Wider inclusiveness off PPG to different age groups
- Create timetable of what PPG does next e.g. try to engage with patients attending clinics
- Resurrect a newsletter? With info regarding practice
- Improving communication with the community and between patients and surgery
- NZ will sit in on all PPG and not partners, but will liaise back to the partners. A Partner will be there in NZ absence
- Values mentioned -Transparency, working partnership, openness, accountability, being an active member, involvement, active listening, continuous learning and flexibility.
- Core group meetings as schedule and sub groups as required.
- JM agreed to write future points from meeting.