

Minutes from The Bush Doctors Patient Participation Group Meeting

Date: 12th September 2024

Time: - 16.30pm

Venue: The Bush Doctors, W12 Shopping Centre, London W12 8PP

Chaired by Vanessa Andreae Advance Nurse Practitioner, The Bush Doctors

PPG attendees Present: - **OC, CF**

Outside Guest Speaker:- PH

Welcome to The Bush Doctors PPG- **VA**

PH came today to help share his experience of running a PPG at a nearby practice. He shared how the patients ran the group, creating an agenda and collaborating with the practice. **PH**

Discussed terms of reference for the group- **VA, OC, CF**

The PPG will be a forum for patient engagement, looking at how they can be involved in shaping the needs of the practice/ services

The forum should not be used for clinical queries or making complaints, which would need to be done through the usual practice channels

Every PPG meeting should be clear and concise with 6 points and clear guidelines

No more than 15 members to begin with. Start small which can help with decision making and once effectiveness established then this can increase appeal for others to join

PPG should aim to meet every quarter.

Messages to patients who do not attend the meetings can be through the practice board or website

Areas of Discussion- OC, CF, VA

Look at other venues to host the practice PPG, which must be accommodating to patients who need appropriate access-OC

Invite outside teams to broaden horizons to show that there are other teams with certain issues

How to increase the size of PPG and representation of the practice population

Share an email for PPG members to communicate and set up a Whatsapp group

Action Plan

PPG stall to be set up on 5th October during the super Saturday Flu clinic. The stall will be in the waiting room and staff will be at hand to explain the role of the PPG and register interest and recruitment

Explore a better venue to host the PPG meetings

Next Meeting

TBC

Ideally to be agreed once more patients have been recruited.