

ELM HOUSE SURGERY AND CATOR MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MINUTES

Weds 17th April 2024 at 12.30pm
in the Muirhead Room at the Beckenham Beacon

Present	Initials	Apologies	Initials
John Hilliger (Chair)	JH	Nolene Harris	NH
Dr Haroon Yazdani (GP Partner)	HY	Yvonne Mason	YM
Geoff Cook (Secretary)	GC	Orla McCourt	OM
Diana Davidson	DD	Graeme Thompson	GT
Jane Ching	JC		
Simon Chalk	SC		
Tony Meheux	TM		
Cecile Duerinckx	CD		
Helen Parker	HP		
Glo Sherman	GS		
Neru Awasthi (Observer)	NA		

Agenda Item No.	Agenda Topic	Action Points
1.	Chairman's introduction Glo Sherman has decided to retire from her membership of this PPG in order to pursue Church commitments. JH thanked Glo on behalf of the PPG members for her long and faithful association as a member and for her hard work, dedication and commitment. Glo will be missed very much, particularly her energy and drive to improving healthcare and services at the surgeries, along with her passion for excellency and expertise in patient communication.	
2.	The minutes from the previous meeting were agreed	
3.	Patient Transport (JH) JH raised the question about whether patient transport is something the surgeries offer/provide or whether it is something the patients have to register for/ request themselves. GC to ask the Reception Manager	JH GC
4.	Community Mental Health Services (JH) JH advised that as none of the PPG members had replied to his email (forwarded by GC in Feb.) about completing a questionnaire on MH Services and that the deadline of the end of March 2024 had passed, this item was not worth pursuing.	
5/6	PPG Sub-groups	

	<p>GC asked if members present had decided on any areas of Primary Care they would like to focus on in terms of sub-groups to be set up.</p> <p>JH suggested that the groups would have 5 members to include one practice staff member to take minutes:</p> <p>Anima: JH, TM, DD, CD Communication / PPG Newsletter: JC, SC</p> <p>GC to email PPG Members not present at the meeting today to ask if they would like to be part of any subgroup (working group).</p>	GC
AOB	<p>a) Outgoing message (DD) The recorded outgoing message for patients is too long. HY advised the message may change over time but the current content was necessary for a number of reasons and could help some patients when waiting to speak to a receptionist rather than repetitive music. Other patients may not prefer it but it is open to be reviewed.</p> <p>b) Anima Feedback (JH) Has there been any feedback from patients about Anima. HY has received a report containing details/statistics but having only just returned from a 3-week absence, he has not had chance to analyse it yet.</p> <p>A general discussion took place about how the practice will be looking at patient feedback to decide how best to improve the triage system.</p> <p>c) PCN Feedback (JC/TM) As members representing the surgeries on the PCN PPG, JC/TM asked how the PCN supports the practices.</p> <p>HY advised they provide support to us with resources to hold workshops within the community (E.g. To help patients understand Anima better), healthcare promotions, sharing info, coordinating patient surveys etc.</p>	
	<p>The meeting ended at 1.30pm</p> <p>JH thanked everyone for their attendance and input and reiterated to Glo Sherman how valued she has been as a PPG Member over many years, and thanked her for her hard work and effort.</p> <p>Date of Next meeting: Wednesday 10th July 2024 at 12.30pm. Room to be confirmed.</p> <p>Sub-group meeting: Wednesday 5th June at 2.30pm</p> <p>*Both meetings subject to availability of rooms at the Beacon</p>	GC to confirm bookings