Wordsworth Health Centre GP Practice

**P**atient **P**articipation **G**roup (**PPG**)

**Agenda Tuesday 11th July 2017 with action points b/ f**

**PPG :**

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| Saadet Sangha  **Practice Manager (SS)** | Dr Hussain  **(Dr H)** | Michael Wilson  **Chairman PPG member (MW)** | Mehrunissa Bax  **Vice Chairwoman PPG member (MB)** |
| Charlie Camenzuli  **PPG member (CC)** | Mick Kalsey  **PPG member (MK)** | Nilesh Chavda  **PPG member (NC)** | Chandramohan G  **PPG Member (CG) NEW attended 14/3/17** |
| Ted Sparrowhawk  **PPG Member (TS) NEW attended 14/3/17** | Emel Islek  **Secretary (EI)** | Aneeta Bansal  **PPG Member (AB)** |

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| **Agenda Item** | **Minutes b/ f** | **RECOMMENDED ACTIONS/ OUTCOMES** |  | |
| **By who** | **By when** |
| **Welcome and Apologies** | | | | |
| **Minutes of last meeting;**  **ONLY corrections with view to agree** | **Welcome guest speakers (invited by EI):**  Humera Ali, Health Outreach Support Worker from Newham Carers Network  Zakir Adam, Community Neighbourhood Link Officer for Manor Park  **B/f**  MW – Meeting Kate Byford of Newham CCG 2nd week of July 2017 to discuss surgery as a case study | MW meeting Kate Byford – report back | MW | Sept 17 |
| **Agenda Item** | **Minutes b/ f** | **RECOMMENDED ACTIONS/ OUTCOMES** |  | |
| **By who** | **By when** |
| **Verbal report from Doctor and Staff representative** | | | | |
| **Staff movement** |  |  |  |  |
| **Update ongoing practice projects** | Dr H – **Intranet p/w** to be given to MK; Dr H to share minutes on site. | Intranet p/w to be given to MW | Dr H to MW | 11/07/17 |

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| **Patient feedback** | | | | |
| **Patient suggestions** | Dr H/ SS – **CQC reported ‘caring’ is an improvement point** for Wordsworth. Patient feedback required for:  1. Older patients 4. Vulnerable patients  2. Long term illness 5. Mental health patients (CQC ‘ outstanding’)  3. Families/ young children 6.Working patients  NC/ CG – **NHS email a/c requested** for PPG members to be able to communicate patient feedback to surgery/ PPG | PPG can focus on gaining more patient feedback. PPG to look at inviting external services to focus on improving patient feedback for the ‘caring’ CQC point  6. Working patient category  External services involvement for all categories  NHS email a/c set up for PPG a possibility? | All PPG  CG  Dr H/ SS | 11/07/17 – ongoing  11/07/17  11/07/17 |

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| **Agenda Item** | **Minutes b/ f** | **RECOMMENDED ACTIONS/ OUTCOMES** |  | |
| **By who** | **By when** |
| **Any Other Business** | | | | |
| **New items** | TS – **Critically ill** patient reported that they are told to see GP next day. System should flag to receptionist CI patient as can end up being admitted to hospital. \*Avoid Unnecessary Admission (AUA)  MB - \*AUA’ system can fail as high risk patients make frequent hospital visits  Dr H – **Video/ / Email/ Face time consultations** options are being explored  SS – **Receptionist floor walking**; to ask for patient feedback | Dr H – Further training for reception to understand \*AUA to hospital CCG protocol.  SS – Invite PPG members to meet reception – 10 minute slots.  Arrange rota for receptionist floor walk | Dr H  SS  SS | Ongoing  11/07/17  11/07/17 |
| **Comments** |  |  |  |  |
| **Suggestions** | TS – Receptionists to know more about PPG and dates; good PR for surgery | Familiarise reception with PPG work/ dates | SS | Ongoing |
| **Proposed date of next meeting:** Tuesday 12th September 2017 | | | | |