

## VICARAGE ROAD PATIENTS PARTICIPATION GROUP (PPG)

Notes of a meeting held on Friday 24<sup>th</sup> March 2018 at 6.00pm

### Attendees

Dr A Aftab, Roxanne Aslam, (Practice management) Sheule Begum, Sabrina Brown, Janet Clay, Margaret Clay, Suzanne Dottin-Payne, Sylvia Duncan, Janet Evans, Kirsty Fuller, Linda Gardiner, Bob Hunt, Jennifer Lea, Julia Lowndes (acting chair), Vaishali Naik, Shawon Payne, Jaden Payne, Faith Stone.

### Apologies

John Fitzgerald, Angela Gardiner, Saira Mehmood, Sue Williams (Practice manager).

1. **Introductions and welcome.** Julia Lowndes(JL) welcomed attendees.
2. **Purpose of the PPG.** JL drew attention to the quote on the agenda of the purpose of the group, as well as reminding all that the group was not a place for individual complaint, as systems already in place, and neither was the group a fan club for the GP! The group provides the opportunity for patients to be involved with the development of services at the surgery as well as a two-way process of advice.
3. **Surgery news and report since last PPG meeting.** JL talked about previous meetings, the initial meeting took place in August 2015 but got going on the 11 November 2016, and then in January, February, May 2017. In July a special Carers meeting was held in the summer of 2017. During this time the group has experimented with different days and times for the meetings and this will be up for discussion today. Some of the ideas from the meetings that have

already been taken up by the surgery include investment in a flat screen tv for the reception area to supply surgery news and health information. The group felt it would be useful to advise and display to all patients the number of missed appointments. Since the last meeting Sue Williams has joined the surgery as Practice Manager and Roxanne Aslam. The surgery has an on-line appointment and prescription booking service, text appointment reminder service. Also, the surgery is part of the Smart Care Federation that has 17 practices involved. The surgery will be providing an 8am to 8pm service as well as offering weekend appointments, which will be shared through the practices in the Smart Federation. Appointments can be booked from Thursdays and reassurance was given regarding patient records being available to the doctor covering the Saturday service. Late night opening at Vicarage Road should start in three weeks' time.

4. **Happy Hub** – presentation by Smart Care Manager Soba Hussain. The surgery is also involved with the Happy Hub well-being service, which provides support and activities for those patients with non-clinical needs, catering for everyone from 18 to 100. A series of welcome sessions at 3 main hubs will start in April and will look to get people out and involved with activities, e.g. gardening, cooking, mediation etc. PPG members welcome to join.
5. **Q and A, future carers meeting and future meetings/ AOB.**

Discussion on the use of A and E first rather than GP surgery or walk in centre at Katie Road, as well as the limitations of the 111 service. NHS choices website felt to be helpful.

Reminder to all that the surgery will be going through a Care Quality Commission audit in the next few months.

Meeting frequency from 4/6 weeks, bi monthly or quarterly also discussed including day and time. No decision made but further consultation with all those interested in being part of the group will be sent out.

Dr Aftab reminded everyone that the surgery can be emailed for information eg immunisation record for occupational health.

Meeting closed promptly at 7.00pm

