

PATIENT PARTICIPATION GROUP MEETING

Venue: Bridge House Medical Practice

Date: 19th March 2024

Time: 17:00 – 18:00

Practice Staff:

Practice Business Manager – Rilwan Kuku (RK)

Salaried Doctor – Dr Sarah Manistre (SM)

PPG Chair: Not yet elected.

Members: AM, SP, PR

Apologies: -

Agenda:

Item 1	Introductions	RK	5 mins
Item 2	Aims & objectives of the PPG Group	RK	20 mins
Item 3	Update from practice	RK	20 mins
Item 4	Expanding our PPG Group	RK & Group	20 mins
Item 5	Appointing PPG officers	RK & Group	5 mins
Item 6	AOB Feedback	RK & Group	10 mins

Minutes:

<p>Items 1: Introduction</p> <p>RK introduced himself as the Practice Business Manager and Dr Sarah Manistre – salaried GP. RK thanked patients for taking their time out for attending & looking to hear their input. The practice PPG is being rebuilt and starting a fresh.</p>
<p>Item 2: Aim & Objective of the PPG Group</p> <p><u>What does our practice expect from PPGs?</u></p> <p>Engagement: Active participation and involvement in research, clinical trials, or healthcare programs.</p> <p>Feedback: Constructive input on their experiences, concerns, and perspectives to improve healthcare services or research outcomes.</p> <p>Reliability: Consistent attendance and follow-through on commitments</p> <p>Confidentiality: Respect for privacy and confidentiality of personal health information shared during participation.</p> <p>Diversity: Representation of diverse demographics and perspectives to ensure findings are applicable across populations.</p>

What do we want to achieve? What is this PPG for?

Quality improvement: identify areas for improvement, patient education, supports and any other feedback.

Patient-centred care: patients need are met, have good experiences at the practice and improved satisfaction.

Community engagement & building: sense of community and support among patients and local healthcare providers to promote collaboration and shared learning.

Item 3: Update from practice

RK mentioned there have been many updates for example the below:

1. Building updates. The practice has almost completed the building work allowing more clinical rooms and a bigger reception area to work collaboratively. For our patients the building works will see a new disabled toilet closer to the entrance, a larger entrance area and a waiting room upstairs.
2. Telephone line. We have now got an efficient telephone provider. Which has removed any issues with our telephone line. Our new provider is integrated into a system and provides clear analysis to ensure there is adequate cover on the phones all at time. The average wait time for a call to be handles in 1 min 58 seconds.
3. Our team. We recruited successfully and have an efficient staff both clinical and non-clinical. All staff are trained to a good standard, well informed and always aim to provide good quality care. We are still looking to grow our team and will update our website to add new staff members.
4. Practice website. We have a new user-friendly practice website. Patients can translate the website into their preferred language. Patients can complete forms, register, request prescriptions or document and consult their GP online with our eConsult service. [Homepage - Bridge House Medical Practice \(bridgehouselondon.nhs.uk\)](http://Homepage - Bridge House Medical Practice (bridgehouselondon.nhs.uk)) more information can be found on our practice website.
5. We are a veteran friendly practice and welcome all veterans!
6. Primary Care Network (PCN). We are in a PCN group called N15 which consist of Bridge House Medical Practice, Grove Road Surgery, Havergal Surgery, JS Medical Practice & St Ann's Road Surgery. More information will come of this in the next meeting.
7. Extended access appointment. We now provide a mixture of telephone & Face-to-face appointment after 18:30 on Tuesdays & Thursdays at the practice. appointments are available to book.

Item 4: Expanding our PPG Group

RK asked the group "how can we expand our PPG Group?"

The group listed ideas such as:

- Word of mouth
- Use of a social prescriber
- Starting a Haringey Green lanes PPG Forum
- Informing isolated groups i.e. community networks
- Getting in on the locum forum and apps
- Having a point of contact for the PPG for patient to contact
- Developing a way to approach all the multilingual communities in the area.

RK informed the group about taking these great ideas to the practice meeting and to start implementing them once the building work has finished. RK informed the group there would also be a marketing campaign too.

Meanwhile the group can spread the word of the practice PPG and if patients would like to join they can contact the practice and let the Practice Manager know.

Item 5: Appointing Officers

RK informed the PPG members should elect a Patient Chair. Having a patient who chairs the PPG meetings empowers the group to share their views and encourages co-production between the patients and the practice. Patient Chair:

Manages meetings and is the main link between the patient group and the practice staff.

The Patient Chair should:

- Set the agenda of the meeting with practice staff.
- Ensure all PPG members have equal opportunity to contribute to the meeting.
- Ensure all agenda items are discussed in a timely manner.
- Ensure actions are recorded and steps are taken to implement them.

It was agreed as this is the first meeting, the chair should be selected in the 2nd or 3rd PPG meeting. All agreed.

Item 6: Any other business

RK asked the group how they feel overall about the practice.

The patients answered, they are pleased with the practice and how the practice is running.

RK asked if the group could leave practice feedback on the CQC website. Link: [Give feedback on care - Care Quality Commission \(cqc.org.uk\)](http://www.cqc.org.uk)