

## Joint Patient Participation Group Albany, Brentford Group and Brentford Family GP Practices

### Meeting Minutes

8 October 2018

#### Attendees

Sara Williams (Patient) [SW]  
Maggie Lewis (Patient) [MW]  
Aston Jennings (Patient) [AJ]  
Bryony Inge (Patient) [BI]  
Jenny O'Connell (Lead Receptionist, Brentford Group Practice) [JW]  
Linda Clubb (Practice Manager, Brentford Group Practice) [LC]  
Philomena Finnerty (Patient) [PF]  
Emma Renton (Patient) [ER]

#### Minutes

- The focus of the group's purpose continues to be as follows:
  - **Relationships and working together** to benefit patients, doctors, staff at all three practices, and the wider community
  - To **better understand the challenges** faced by doctors, staff and patients and how we can **support one another**
  - Committing to **connecting with one another** - patients, doctors, staff, and beyond.
- **First priority of the PPG:** establish clear and active pathways of communication between patients active in the PPG, Practice Management, staff and GPs. Without this, genuine patient engagement is not possible, nor can it be benefitted from by the health centre (staff, GPs and patients alike)
- PPGs are a legal requirement and are allocated budget to support their activities.
- Brentford Group Practice (BGP) is a role model practice, consistently represented at the PPG and leading the PPG, but the PPG needs regular engagement from the other two practices to make it sustainable and viable.
- More management involvement in PPG is needed, including representation from CCG. SW to follow up with Judith George [JG], Engagement and Comms Officer at Hounslow CCG.
- The best PPGs are based on a shared relationship between patients, practice staff and doctors, who all see the value of the PPG. Other successful PPGs have worked on increasing patient engagement and keeping patients informed about what goes on in the practice. PPGs are a vehicle to get messages out into the patient community.
- Platforms that could be used to develop the PPG include [nextdoor.co.uk](http://nextdoor.co.uk), and each of our connections into the community.
- We have a list of potential speakers and events and community groups and health based organisations that are willing to work with us and attend our events - but the focus of the PPG still needs to be on further developing our internal relationships and building ongoing

commitment from staff, patients and doctors from all three practices to work together and see the value of the PPG.

- A practice/PPG 'Open Day' was proposed for Monday 3 or Wednesday 5 December, in the reception area of the practices, at the following suggested times: 09am - 12pm; or 3pm-5pm.
  - The PPG would welcome the support of Hounslow CCG - SW to follow up with JG.
  - Information to display: pop up banner, leaflets of the three practices; a leaflet about the PPG (SW to follow up with JG about the design and production of PPG banner and leaflets)
  - 111 fridge magnets
  - Diabetes information
  - LC to send the email addresses of Hounslow and Richmond Community Healthcare Trust (HRCH) who own and manage the building, to the PPG in order to get HRCH's permission to hold an open day in the reception area.
- The day of the monthly PPG was changed to support attendance from more practice staff and is now the first Wednesday of each month. Dates of remaining meetings this calendar year are below for reference.

### **Actions**

1. SW to follow up with JG with regards to PPG engagement (generally, and for the open day in December), budget and leaflet design for the PPG open day.
2. LC to send the PPG the email addresses of HRCH (building management) to gain permission for the open day.
3. PPG to email HRCH with proposed dates for the open day and confirm to PPG members.
4. BI to create unifying template for PPG Minutes for each practice to post on their website.
5. Practice Managers (LC and LF) to email PPG with names of who to send the minutes to at their practice, so that they can be loaded onto the website.

### **Proposed Meeting schedule**

First Wednesday of every month, 18.30 start.

Remaining dates in 2018: 07Nov, 05Dec

Upcoming dates in 2019: 09Jan (this is the second Wednesday, since we might have a low turnout on 2nd Jan) 06Feb, 06March, 03April, 01May, 05June

Committee Room - Brentford Health Centre  
Boston Manor Rd, Brentford TW8 8DS

### **Next meeting:**

Wednesday 07 November: 18.30

We look forward to seeing you and/or your practice colleagues at the meeting.