

Minutes of the BHGP Patient Participation Group Meeting held on Tuesday 17th March 2015

Present: LE, AG, AH, WHL, GL, JM, CP, ER, CW

Introductions and Background information

JM explained what is involved in General Practice and that forming the PPG is an enhanced service that the practice will receive payment for if the remit is fully achieved. The PPG needs to sign-off the report for this service and **GL** had already agreed to do this prior to the meeting. **JM** explained the Quality and Outcomes Framework, the GP Survey feedback, NHS Choices and why this is critical and expressed that the PPG is not a forum for personal issues.

The group went around the room and introducing themselves giving details of their jobs and/or background information relating to their involvement with other organisations and the level of involvement in local Health organisations.

Why Do you want to get Involved?

Generally, it was felt by the group that they wanted to contribute by ensuring that the practice deliver good quality patient care within resources and were coming together to broaden the aspect of the PPG and increasing support for the network.

What can the PPG Network offer in the way of support?

ER mentioned about caring for patients who are not connected and working with older people who were on limited budgets. He suggested having a dedicated PPG notice board in the waiting area which could be used to co-manage long-term health conditions. **JM** explained that older people from the age of 75 are advised of their named GP as an enhanced service to reduce A & E admissions. **CW** mentioned that the surgery seems to be serviced by 3 hospitals and information is available locally, particularly for children and the elderly she thinks the surgery is excellent and that it is important to have a voice. **KH** mentioned that she was concerned about the attitude of some younger doctors' attitude towards people who were coming up in years. A short political discussion took place surrounding complaints. **ER** mentioned that it may be a good idea to have Thank You cards in the reception area that patients can complete in an attempt to create a different culture in the waiting area. **GL** stated that, having been a patient for a number of years, she felt that because of the current pressures on GP surgeries, the PPG can have a say on their behalf. **WHL** explained that the CCG has growing support for the PPG network and that funding was available for this year and next and suggested along with **ER** that the practice joins the National Association of Patient Participation (NAP) at a cost of £60 **AG** mentioned as practices are working in very difficult and challenging times, GP's are hoping to improve health care for patients via the PPG.

How frequently do you want to meet?

It was felt the group initially needed to meet on a bi-monthly basis

Date of Next Meeting

With refreshments available (organised by PPG) - 21st April 2015 5:30pm