

# minutes

## AMPTHILL & RPP PPG MEETING (AT AP)

7/5/2018

14:00-15:00

Meeting called by: Jackie Nixon - Operations Manager

Attendees: PPG Members - Jean Morgan, Mags Heals, Jackie Nixon, Martin Emery (CCG), Dr Penelope Elphinstone; - all practice staff invited

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14:00 - 14:05	<b>Welcome, Introductions / Apologies</b> Sam Hughes - Care Navigator No apologies from PPG received	All (I)
14:05 - 14:15	<b>Previous Minutes - scope and purpose of PPG</b> TOR discussed. No change to existing Terms of Reference for the group. History, MH gave brief summary of the history of the PPG to date. Have had varying membership over the years. Two practices combined to form a larger group but dwindling attendance over the past two years. Have 15 members in the group, two confirmed for today's meeting, only one attended. Previous meetings cancelled due to lack of participants. Current situation - need to encourage membership and look at how we can engage more patients as a matter of urgency.	Mags (I)

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14:15 - 14:25

## Feedback from Practice

GDPR - MH explained the new GDPR regulations in force since May 25<sup>th</sup>. Advised the group where policies and further information can be found.

Mags (D)

J

Jackie (D)

Appointments Booking - options (telephone, online, etc) JN reminded about online and automated telephone booking options and extended access available through the Hubs.

Sam (D)

Mags (I)

## Care Navigation Service

Health Awareness Day MH informed the group about the HAD on 21<sup>st</sup> July at RPP - all welcome, special invitations to pre-Diabetic patients. Yoga offered in the H-Pod on the day, stalls with Diabetes UK; 1-1 diet and lifestyle advice from GPs and dieticians; health screening available

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14:25 - 14:40

## Camden Wide Patient Involvement

Martin (i)

Discussion with ME regarding lack of engagement and how we could improve this. Various suggestions made, including a link to register for the PPG on the registration form; targeted surveys; white board in the waiting room; advertise in the CNJ; invite Imam, actively approach patients in the waiting room; ask CAV to recruit; find an interesting topic to draw attention, e.g. consultation to be announced about the re-siting of the MH services from St Pancras to the Whittington, NCL review of orthopaedic services and the list of conditions for which patients will not receive a prescription; recruit by targeted text, e.g. newly retired patients; advertise in community centre and BWA and H-Pod; recruit during the LTC appointments.

ME suggested an action plan that he can feed into

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14:40 - 14:55

## **Feedback from Patients**

PPG Members (D)

JM suggested members might like to hear about the orthopaedic service redesign by NCL. Also fed back that the Hibs were a good idea and working well. JM said she would recommend a friend of hers who was a patient to join the group and was keen on the advert in the CNJ as an option. She thought previous meeting had been productive but agreed not well or consistently attended. Like the idea of the practice chairing.

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14:55 - 15:00

## **AOB**

**Action Plan to be developed, see below for initial plan**

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Next Meeting

**13h September 2018 at 13:00**

### **Additional Information:**

**I = Information**

**D = Discussion**

**P = Presentation**

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## ACTION PLAN (to increase membership)

What	How	Who By	When	Review by
Alternate time of meeting between am and pm	Try next meeting earlier in the day	JN	Sept 13 <sup>th</sup> 2018	Sept 13 <sup>th</sup> 2018
Add a link to the new patient registration form	Website maintenance to add hyperlink to NPRF	WS to liaise with Oldroyd	Asap	July 31 <sup>st</sup> 2018
Actively approach patients	Volunteers to ask patients attending clinics in person	ME and team	Asap	Sept 13 <sup>th</sup> 2018
Targeted groups of patients	Use the Health awareness day to recruit new members from the DM patients invited	All staff involved on the day	July 21 <sup>st</sup>	Sept 13 <sup>th</sup> 2018
Invite speakers that patients might be encouraged to come to hear	Ask CANDI representative to come to give a talk about SPH redevelopment at the next meeting	MH	July 31 <sup>st</sup> 2018	Sept 13 <sup>th</sup> 2018