



Pimlico Health @ The Marven

Meeting Title: PPG
Date: 5th June 2015
Chair: Joanna Fox
Minutes taken by: Linda Chapman

Staff present:

- Joanna Fox Business Manager
- Jeremy Tew GP Partner
- Linda Chapman Patient Relations Manager
- Lindsey Angell Deputy Practice Manager

Welcome and greetings to all Patients:

- Tessa
- Tariq
- Gloria
- Phyllis – New to PPG
- *Julian – Sends apologies*

Guest Speakers:

- Sylvia – Migrants Resource Centre
- Katie Tubby – Patient Commercial Project Support Officer for CWCCG

Joanna introduced the new look Pimlico Health @ The Marven with a slide show of work in the last year

Agenda Item	Action Points Raised	Actions Completed by When	By Whom
Registration of migrants and Asylum Seekers Sylvia – Migrants Resource Centre	Refugees do not always have the correct documentation, but have the same rights as residents.	Information from Resource Centre – to forward to Jo to distribute amongst staff	JF
Discussed DNA's	To make patients aware of their responsibility to attend appointments	<u>Staff:</u> Suggestions were made to put on screens to capture patient's attention. "This is your Surgery"	JF
Out of Hospital Services	Signed up to all of them. Staff are to be trained	Emma Coore is writing up a spec for Mental Health Training	EC
Patients are able to self-refer to MIND		Leaflets available in reception area	
Project to improve Health Information for patients Katie Tubby – Patient Commercial Project Support Officer	Mapping a sign post to the right places to help patients find health services and find the information they need	CCG	
	Make Internet more accessible, Health	JF Suggested this to KT	

Agenda Item	Action Points Raised	Actions Completed by When	By Whom
	<p>Portal in health environments such as wall mounted health pods as seen in libraries.</p> <p>Implementing:</p> <ul style="list-style-type: none"> • Health Trainers • Care navigators • NHS Choice 		
Introducing Steering Groups	To get better understanding of roles and functions and prioritise items, such as: Carer packs etc.;	Tariq suggested this	
Feedback on screens	Jo and Lindsey to put together a playlist for The Pimlico Surgery Health @ The Marven	Screen shots form Iwantgreatcare	LA / JF
CCG have introduced playlist for screening which are updated every ¼	<p>Health Information are tailored to this time of the year, e.g.;</p> <ul style="list-style-type: none"> • Flu • Vaccination for children 		
Screens installed recently	<ul style="list-style-type: none"> • Getting the most out of your 10 minute appointment. • Educating Patients • Limit the use of A&E 		
Out of Hospital Items	ECG's are done onsite Phlebotomy now being done on site		
To create more universal information.	<p>Encourage Patients to use the pharmacy for information</p> <p>Survey the patients – online i.e.,</p> <ul style="list-style-type: none"> • Survey Monkey • Online apps 		
A.O.B	Tessa Jellen – Leads Respiratory Group and also on other panels:	Tessa will send information in regards to events to Jo and Lindsey to be put onto screens	
	<p>Terms of Reference action points:</p> <p>How to engage with a larger audience i.e.; PPG</p> <p>Suggestions were made of renting a hall.</p>		
	Tessa is now the London GP locality Patients and Public Involvement (PPI) member?		
Feedback about the practice	<p>Gloria – Patient:</p> <p>Action raised: Waiting area is too bright and too loud, will not book appointments because it is too awful to sit in the waiting area, seating is too</p>	<p>Action completed: Lighting is natural light artwork on walls to breakup whiteness.</p> <p>Introduced children's play area</p>	

Agenda Item	Action Points Raised	Actions Completed by When	By Whom
	regimental. <ul style="list-style-type: none"> • Suggestions made: change wall coloration • Varied lighting. 		
Consent to share information with PPG members	Give permission to share data	Jo to create form for explicit consent for members of PPG.	JF
I want great care cards (Friends and Families Test)	147 patient's feedback to date 4½ stars out of 5.	Lindsey to amend duplication	LA
Next meeting January 2016 date to be confirmed	PPG update on complaints and significant events.	PPG to be more involved in locality plan deliveries. Proposal for the meetings to be chaired by patient.	JF