



# Pimlico Health @ The Marven

**Meeting Title: PPG**  
**Date: 5<sup>th</sup> June 2015**  
**Chair: Joanna Fox**  
**Minutes taken by: LA/LC**

**Present:**

Staff: Joanna Fox, Jeremy Tew, Linda Chapman & Lindsey Angell  
 Patients: Tessa Jellen – Leads Respiratory Group and also on other panels  
 Morgan Karik – first attendance & an original Denbigh Street Patient  
 Julian Anderson - ex chair of Denbigh Street of Patient Referral Group which now PDG.  
 Member of CLCCG User Panel.  
 Gloria George – Original Denbigh Street patient  
 Hutchinson Jihad

CCG Rep: Emma Playford – CCG Management Support to GP Practices

**Joanna introduced the new Pimlico Health @ The Marven brand and logo with a slide show**

Agenda Item	Action Points Raised	Actions Completed by When	By Whom
Introduction of SystmOne Online	Patients can register for online services, for prescriptions, appointments and results	148 patients have now signed up – this has been added to the registration process	LC
Interest in PPG	JT states older patients may not be aware Vote for new chair	LC is asking patients at registration Name to stay as PPG	LC
Moving information to LS		9500 Text messages went out to patients informing them of the relocation of Denbigh St	JF
Up to date contact information		Every patient is being asked to ensure we have their correct contact details	JF
20 Enhanced services	Example of a few services coming Health check Alcohol Smoking BP		
NHS choices	Out of date	Needs to be corrected	
FTT	I want great care explained – patients can leave feedback and it will be updated on the website		
PPG Members	14 PPG members from DS 4 from MMP – Unable to attend	Now 50 patients for PPG	
Meet manager forums	JF will hold regular meetings regarding complaints/Feedback	LC & LA will also deal with feedback where appropriate	JF
EPS - Electronic prescription service	Prescriptions can be issued electronically and sent direct to the patients choice of pharmacy	Not yet linked to SystmOnline – will come eventually	JF

New reception	Site explained regarding building		JF
Vincent Square	To remain for 3 years		
PPG – What do you want to achieve	Patient to self-manage – aim for 12 months	<ul style="list-style-type: none"> <li>-Better health outcome overall.</li> <li>-Good outcome regarding complaints.</li> <li>-Diversity in education, regarding support within community</li> <li>-get group chat rooms</li> <li>-more information needed to inform patients</li> <li>-health events – forums</li> <li>-focus on supports carers</li> <li>-CLCH how to protect vulnerable people in danger, vulnerable adults</li> </ul>	
PPG Meeting	How often	<p>Face to Face meetings every quarter</p> <ul style="list-style-type: none"> <li>-communication via Survey Monkey</li> <li>-email monthly communication when required</li> </ul>	
Locality plan	To pick from one list	As per survey Monkey – Elderly, Carers or Children got the highest votes.	Children we are working on with improvements in the practice
AOB	Display on notice board	<p>To have a PPG notice board to ensure it will not be lost amongst other practice information</p> <ul style="list-style-type: none"> <li>-flyers</li> <li>-educate</li> <li>-slides on TV Board</li> <li>-monitors will call patients</li> </ul>	JF ordering Board to go upstairs on wall by top of stairs
PH@TM website	Out of date	-needs to be updated	JF sent off details to marketing chap to alter.
PPG feedback		Via feedback cards, can be anonymous	
PPG future dates	Fridays?	Offer other times and use the majority	JF survey showed 5-7pm Tues/Wed
PPG Correspondence		<p>Share emails with other members – others cannot see other contacts unless consent is gained.</p> <ul style="list-style-type: none"> <li>-members to agree amongst themselves</li> </ul>	
Numed Monitors	PPG on screens? CCG level slides, internal slides ,callboard screen	Monitors in all the waiting rooms upstairs and downstairs and in Vincent Square	Installed in Oct. JF and LA to implement a marketing strategy so services are advertised to the right groups at the appropriate time of year