

ROXBOURNE MEDICAL CENTRE
MINUTES OF PATIENT PARTECIPATION GROUP MEETING
HELD ON
9TH OF MAY 2023 IN THE PRACTICE

Present (PPG Committee Members): SD (Chair), JM, NS and KM

Present (RMC staff): Pratibha Kumar (PK) and Federica Leonardi (FL), Dr Zaidi (SZ) briefly present at the beginning of the meeting.

Apologies: A-MW

Item	Outcome	Action
Minutes from last meeting	<ul style="list-style-type: none"> Minutes from previous meetings were not discussed. 	
PPG email address	<ul style="list-style-type: none"> PK confirms the PPG email address is now active. Email address will be displayed in reception and will be shared to all patients via text. 	
Secretary	<ul style="list-style-type: none"> PPG committee has not yet elected a secretary so until then FL will be minuting the meetings. Once the PPG have increased in number a secretary should be elected. 	<i>Secretary to be elected – process on going</i>
Communication	<ul style="list-style-type: none"> Discussed how to communicate with all patients, PK to send batch text message to all patients with PPG email address inviting patients to join the committee. Once communication is established and more patients joined the group then PPG can review terms of reference and start planning what to do next. 	
CQC	<ul style="list-style-type: none"> SD, KM and JM met with CQC inspector on Friday 5th of May. Dr Zaidi (SZ) thanked the PPG for their support and input during the CQC inspection. Initial CQC feedback shown to PPG and explained that areas of improvement are patient access and smear test + children immunisation although these are mainly for patients' choices. Initial feedback is positive and recognised several improvements from last inspection. Roughly 6000 patients of the 7500 are now registered with Patches. PPG happy to have been involved in the inspection and pleased with initial feedback from CQC and find that this kind of involvement can be a great incentive for other patients to join the PPG committee. 	

	<ul style="list-style-type: none"> RMC asked PPG to help in reaching out to patients RMC exploring options on how to improve patient access such as keeping Patches open for longer hours; explained reasons of why it closes down throughout the day and what RMC needs to do in order to keep it safe. Newsletter could be a way to communicate to patients how RMC systems work and why things are done in a certain way. RMC understands that Patches causes frustration among patients and discussions are taking place to see what can be done to improve patients' experience. 	
Terms of Reference	<ul style="list-style-type: none"> Not yet reviewed, PPG would like to have more members before discussing the Terms of Reference (Constitution) 	<i>More patients to join PPG before this will be reviewed and agreed upon</i>
Practice Data	<ul style="list-style-type: none"> RMC to continue sharing data such as Patches and telephone reports. PPG to let RMC know if more info needed. 	<i>PPG to let Practice know which data they require</i>
Newsletter	<ul style="list-style-type: none"> Newsletter could be established but PPG needs wider group of patients involved. 	<i>To be further discuss with wider PPG group</i>
Future Meetings	<ul style="list-style-type: none"> Discussed how to increase patients' attendance to the PPG meetings. Agreed to have an open forum meeting on 23/05/2023 at 6.30pm. RMC to send batch text message to all patients. To keep 2nd Tuesday of each month as dedicated day for PPG meetings, following Open Forum on 23rd May PPG and RMC will meet on 13/06/2023 at 6.30pm. PPG and RMC aware that during the Open Forum patients might come in to raise complaints; PPG to ensure that scope of PPG is discussed and agreed that this will not be a platform to make complaints. PPG agreed they need to increase their numbers, ideally 15 people, hopefully following the open forum there will be more interest in joining. PPG will be seating with the RMC staff to show patients that PPG is here to support RMC. 	<i>Next meetings: 23/05/2023 at 6.30pm at RMC – open forum invite will be sent via text to all patients. 13/06/2023 at 6.30pm at RMC – monthly meeting invitation will be sent via email following the open forum.</i>
AOB	<ul style="list-style-type: none"> <i>Main concern is how to get more patients joining the PPG committee; agreed to organise an open forum meeting in two weeks' time and see how many attend and how many would be interested in joining the committee.</i> <i>PPG to bring agenda for open forum meeting on 23rd May.</i> 	

- | | | |
|--|---|--|
| | <ul style="list-style-type: none">• <i>SMS to be sent to all patients: We are pleased to inform you we now have a PPG group (Patient Participation Group) for Roxbourne Medical Centre. Currently we are 7 committee members but we are looking for more patients to join us. If you are interested, please email us on roxbourneppg@gmail.com. We will be having an Open Forum Meeting on the 23rd of May at 6.30pm at the Roxbourne Medical Centre, if you want your voice to be heard, join us!</i>• <i>Wording might slightly differ if maximum characters are reached in the text msg.</i> | |
|--|---|--|

OPEN FORUM ON 23rd OF MAY 2023 AT 6.30PM AT THE ROXBOURNE MEDICAL CENTRE.

PPG MEETING ON 13th JUNE 2023 AT 6.30PM AT THE ROXBOURNE MEDICAL CENTRE.