

Patient Participation Meeting Minutes
27th November 2019

Present: Dr Farida Ahmad, Nicola Oxenham, Anthony Bird, Kenneth Froom, Christopher Lewis, Teresa Williams, Lisa Merchant and Brenda Simmons

Minutes: Nicola

1.	<p><u>What would you like to gain from these meetings?</u></p> <p>More regular meetings with more attendees.</p>
2.	<p><u>How often should these meetings be held?</u></p> <p>It was agreed by all that we should have the meetings approximately every three months and the next meeting has been arranged for Wednesday 11th March 2020 at 7pm.</p> <p>LM suggested we publicise more using social media KF suggested adding PPG dates to TV noticeboard</p>
3.	<p><u>Questions which were circulated:</u></p> <ul style="list-style-type: none"> • No questionnaires were completed and handed back to HHC but could email to horfield.health@nhs.net at a later date. <p><u>Q1: How do you think our local GP Practices could work together more effectively to the benefit of patients? Why do you think this would help?</u></p> <ul style="list-style-type: none"> • Concentrate of the areas we do well and share this information with each other <p><u>Q2: Can our local Practices work more effectively with other organisations outside the NHS? Which ones? How specifically could you see that working? Are there local groups or other means to support that we could use? Are there any missed opportunities?</u></p> <ul style="list-style-type: none"> • BS: Carers group which had approximately 10 people per session used to run at HHC to restart • BS: No local groups available for mental health LM: suggested Lockleaze Sports Centre • Advertise more local groups, ie green bowling/keep fit <p><u>Q3: Have you got other ideas about how we can improve the health of our local community? Why would this help? Who else could we use to support this?</u></p> <ul style="list-style-type: none"> • N/A <p><u>Q4: Any other comments?</u></p> <ul style="list-style-type: none"> • N/A
4.	<p><u>Waiting Room material:</u></p> <p>Range of magazines (with stickers on to inform belongs to Horfield Health Centre), self-care leaflets, health information and local free papers. It was agreed a mixture of health information and relaxing broad information, ie. not just fashion magazines but child friendly material especially if you are feeling anxious, you want something to distract you, agreed by all and nothing political.</p>
5.	<p><u>Any other business:</u></p> <ul style="list-style-type: none"> • PPG meetings being advertised more and informing GP is the lead and will be hosting the meeting. • Clinicians to go to centre of room to call patients as can be a very noisy area and hard to hear names being called. • Art work created a relaxing atmosphere. • Make the waiting room more accessible to all patients with physical and mental needs. • Suggested allocated seats for the Volunteer Driver patients which patients with other needs could use. • Photos of all Clinicians in waiting area (behind perspex display to stop photos being defaced) • Another TV installed just for TV programmes/BBC news with sub-titles, no sound • Hearing LOOP system • Lack of clinicians but explained we are recruiting but there is a national shortage. • Open earlier ie. 7.00am • Email consultations to be more available • District Nurses to inform patients of the Volunteer Drivers as they have the capacity. • AG/JE complemented for advising patients to use Volunteer Drivers.