

# Carepoint Practice

## Patient Participation Group

**Meeting Minutes – 31<sup>st</sup> January 2020 – 02:00pm, Northwood Health Centre**

**Present:** (JB), (CB), (RE), (PG), (IS) and (LD)

Dr Manish Patel was present for most of the meeting.

**Minutes of last Meeting:** There was no matters arising from meeting held on 18 November 2019

**Display Boards:** PG reported that Frithwood School were happy for their pictures to continue to be on display. She is having a meeting on Monday with someone from Holy Trinity School as the school is interested in participating. St Martins School has also shown interest for their Infants department.

**Newsletter:** JB reported that preparation for the Spring Newsletter is underway. Dr Bedi has written an article. Short articles on the Triaging process, the importance of travel insurance and vaccinations are to be included. It was agreed that a reminder be included for patients to check that their ETIC cards are up to date, if not the cards can be renewed up to the end of this year.

**Books and Magazines:** IS stated that the books and magazines in the reception area keep disappearing and they need replenishing. She asked the Group for help in obtaining more. PG to ask at the local Library if they can supply us with their discarded children's books. Local schools to also be approached. The Group felt that even though the books and magazines continually need replacing it is well worth continuing to provide them as the positive side is that they are being read by the children.

IS asked MP if some kind of bookcase be provided to keep the books in one place. MP to liaise with IS on this.

**Recruitment to PPG:** To date in spite of advertising in the Newsletter, on the website and on the Overhead messaging in the Reception area, we have had no applications for joining the PPG. IS suggested that we try setting up a table in the Reception area manned by Group members in order to approach patients on a face to face basis. It was felt that this was worth trying. MP said Monday and Friday mornings would be good time to try this. JB will liaise with the doctors concerning the dates for the recruitment of new PPG members.

**MY Health:** MP thanked everyone for a very successful event. Feedback from all was very good. All sessions but one were full. The Practice Survey from attendees was very positive. It was the first time such an event was run so there was a lot to learn by all. The workshops were well attended and the organisations manning the various stalls were pleased with the response. Even though informing patients of the event was difficult we had a good response. However, it was felt that any future events should be organised by JT, NHS Hillingdon CCG, in order to arrange and publicise the event fully. The Group thanked the staff for all their help and in particular the Caretaker. A vote of thanks was expressed to JB for all her support.

**Future Events:** The Group discussed the possibility of organisations having stalls in the baby room whilst the Flu Clinics are taking place. Further details to be discussed at the next meeting.

**AOB:** MP was asked about the Corona Virus implications, and he said the surgery was on full alert. Should anyone suspect they have been infected, they should phone 111 immediately and not go to the surgery or A&E.

**Date of next meeting: 27 March 2020 at 3pm**