

# Carepoint Practice

## Patient Participation Group

**Meeting Minutes – 18<sup>th</sup> November 2019 - 11:00am, Northwood Health Centre,**

**Present:** Joan Butfield (JB), Carole Buckley (CB), Richard Elliot (RE), Paula Gavascan (PG), Ingrid Segal (IS) and Lesley Davis (LD)

### **Display Boards:**

PG reported that she was disappointed at the lack of response she had had from Holy Trinity Primary School to the invitation to display paintings from their children due to reorganisation as they have a lot of new staff this term. She has therefore now approached St Martins School, who have shown interest and she is meeting with a representative of the school next week. It was agreed that PG should ask Frithwood School if they would agree to their paintings to continue being displayed for another term. LD is to speak to her contacts at Holy Trinity School regarding their possible future involvement.

### **Flu Clinic:**

LD gave a short report on the Flu Clinic. After discussion it was agreed that if a short meeting could be arranged before the Flu Clinic to include all who are involved with the Flu Clinic would be extremely useful. We would then be aware in advance of arrangements on the day. for example if some patients are to be asked for information to update their records, how can we efficiently separate them etc. We also all need to know our individual roles and name tags would be helpful.

At first the student helpers did not know how we fitted in. It is also important that the flow of patients arriving be looked at as there must be a way to prevent long queues at the entrance and bottlenecks at the manned reception windows.

It was felt that on the whole the Flu Clinic had gone very well.. Everyone worked as a team and dealing with 580 patients was a good result.

### **Children's Competition and Book Corner:**

IS reported that unfortunately only two applications had been received. It seems that without the help of the parents it is difficult to reach children and parents are not interested if projects are not supported by schools or activity groups. The Group expressed their regret that after all the hard work IS and PG had put onto this project the response is so low but decided to extend the closing date of the competition until the end of the Christmas Term. It was also agreed to ask the sponsors of the prizes for a rain check to be used in the future.

IS reported that she had found a free standing bookcase that would be ideal for the children's books in the Reception area. JB said that approval to purchase it would have to be agreed by the doctors. It was felt that in spite of the constant messy state of the books they are being used which is fulfilling its purpose. The magazines are also being well used.

### **My Health Programme: 9 January 2020**

IS reported that the programme is being very well received and posters and leaflets are displayed and available around the surgery. The following organisations will be manning stands on the day:

IAPT Counselling Services (Central and North West London), NHS Foundation Trust, Hillingdon Mind, NHS Optical, Age UK, Hillingdon Brain Tumour, Hillingdon Adult and Community Learning Team and our PPG. Acre Surgery have agreed to participate which was positive..

On the day there will be a series of 40 minute workshops running throughout. It was agreed to request that the start date of 9 December for registration for places should be brought forward to start immediately.

### **Newsletter**

JB suggested the following articles for the next Newsletter: an article on Triaging; a resume on Dr Bedi; Travel insurance and vaccinations; and the importance of immunisation

IS volunteered to arrange for the printing of the Newsletter

There was no other business.