

Patient Participation Group (PPG)

Minutes of the Meeting held on 18.12.14 At Whitechapel Health Centre

Present	
Ed Rosen (Chair)	Director of Patient Experience, Engagement and Community
Afroza Akthar (Minutes)	Practice Manager
643, 2544, 7097, 7845, 4436, 9404, 23786, 24104, 1621,	Patients attended

Apologies	
Tarek Radwan	Director
Hasnain Abbasi	Director

No.	Agenda Item	Action
	<p>Ed went through minutes from last meeting and actions we carried out</p> <ul style="list-style-type: none"> Water dispenser – Practice is looking at quotes from water companies, we are looking to have this in place beginning of January Patient wanted to run a workshop for My Weigh – information will go on notice board of dates and leaflets will be handed out. We will try to set it up in early spring. AT Medics Directors to attend the Patient Group Meetings – Patients can meet Dr Radwan and Hasnain on a Tuesday and Wednesday when they are in the surgery. We will arrange for one of the directors to come in one of the future meetings, late February or early March. Patient Group Meeting dates – We will set a date for every 2 months and the date will be set at the end of the meeting. Dates and minutes of the meeting will be sent 2 weeks before the next meeting dates. Minutes of the meeting – Minutes of the meeting are sent to the senior partners so they know what the patient's needs are. Also the minutes are displayed on the notice board for people who were not part of the group so they are aware. Request for Bengali doctor – Patients requested for a Bengali doctor, AT Medics recruited Dr Nafis who has been working since mid-October and he is leaving end of December. AT Medics have recruited another Bengali doctor to replace him. Dr Tariq Haque will start in January and he will do 2 sessions a week Female Doctors – Patients find it difficult to get an appointment with the only female doctor, Dr Luna, we have kept doctor Gallenca who works on a Wednesday and Jane Black who sees on the day patients for female patients to access Demand for Doctor Luna's appointment – Patients asked for Dr Lunas appointments to be made half pre-booked and half on the day which we have done. 	
1	<p><u>Social media</u> Patient have requested for an online forum. Afroza has email addresses of some patients who are interested. Patients will like Afroza to create this. Thousands of people use social media forum to communicate with eachother.</p> <p>It was also suggested that there will be a group for patients who do not have emails. It will be good to communicate and share ideas on both groups and two people from those groups will bring things back to the patient group.</p>	<p>We will look at ideas of how to arrange this and how to set up email community</p>
2	<p><u>Family and Friends Test (FFT)</u></p>	<p>The friends and</p>

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	<p>Ed explained about the NHS friends and family test (FFT) and why it is an important opportunity for patients to provide feedback on the services that provide their care and treatment. Patient's feedback will help NHS England to improve services for everyone.</p> <p>The FFT became available in GP practices on December 1 2014</p> <p>It asks patients whether they would recommend their GP services to their friends and family if they needed similar care or treatment. This means every patient registered is able to give quick feedback on the quality of the care they receive, giving the surgery a better understanding of the needs of their patients and enabling improvements.</p> <p>Many surgeries are giving out these leaflets to their patients and this is also being carried out in hospitals.</p> <p>Q. Patient asked if the practice had the capacity to take on more patients?</p> <p>A. We are looking to move to a bigger site in Aldgate. Our patient list is increasing and will continue to increase. So yes we do have the capacity. We need to have a bigger space for more doctors. We are looking to move in the next 2 years, patients have a voice to speed this move up.</p>	<p>family test leaflets will be left in reception for patients to fill.</p>
3	<p><u>Telephone messages</u></p> <p>Afroza asked patient what they thought of the telephone message. Patients informed Afroza that the message is too long.</p>	<p>Patients will listen to the message again and get back to Afroza before next meeting</p>
4	<p><u>Project Health Screening</u></p> <p>Ed informed patients that there is a project taking place called Health Screening which will begin in Whitechapel. This will be led by one of the AT Medics Directors, Doctor Choudhury and the Muslim council of Britain.</p> <p>There will be an information meeting at the surgery on the 29th January at 17:30pm Dr Choudhury will let you know the thinking behind it.</p> <p>We are looking for volunteers to help with the health screening and the volunteers will have to go to mosques. It's aimed at people who travel abroad who will be at risk of Hepatitis and other illnesses.</p> <p>Q. Patient asked if it only for men?</p> <p>A. There will be an information board that will answer all the questions. We would like a group of people from Whitechapel Health to speak to the community regarding health and wellbeing.</p> <p>Patient suggested, maybe have health seminars, have programmes and put it up on the patient board.</p>	<p>Patients to get back to the practice for next meeting if they are interested.</p>
5	<p><u>Any other business (AOB)</u></p> <p>Family planning</p> <p>Q. Patient wanted to know where they can go for family planning advice.</p> <p>A. The nurse does family planning here at the surgery; if patients want to go</p>	

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	<p>somewhere else then we have details of the places they can go to for this. They need to ask at reception for a list of clinics.</p> <p>Q. Patient suggested, how about holding a stall for Family planning here at the surgery.</p> <p>A. We can do this, put up awareness dates on the board.</p>	
6	<p><u>Next Meeting Date</u> 12th March 2015</p>	