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PICTON MEDICAL CENTRE

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PPG/ Practice Health Champions Meeting

Meeting Name:	PPG/ Meeting for Recruiting Practice Health Champions		
Date of Meeting:	18/06/2019	Time:	10.30am 12.30
Meeting Purpose:	To further develop our PPG. Promote self-care. Improve access and demand. Improve two way communication routes	Meeting Leader:	Uzma Irum/ Anne Marie Mitchell
		Minute Taker:	Babra Mushtaq

Attendees: See list attached – not for website publication

(10 male and 10 female patients)

Languages represented English, Urdu, Punjabi, Bengali, Italian, - good representation of our practice population

Apologies:

**Today's meeting:
Part1**

1. Introduction given to attendees about the purpose of PPG and Practice Health Champions. Discussed about health and social well-being, self-care (medication and social aspects such as isolation) and access and demand for patients at the practice.
2. Sarah and Shaheen from Champions show the way, spoke about their services and about training they provide for individuals who are interested in walking and would like to create a walking group, which they can lead. Certificates are given to those who complete. The course is a 1 day training session. Sarah mentioned about getting more male individuals involved as this is something which the community lacks. They also work and support patients who suffer from depression.
3. AMM discussed current issues with access and demand and how the volunteers can help by speaking to patients about MJOG and showing how to cancel appointments. This will reduce the number of DNA's the practice has and help free up appointments.
4. Promoting self-care and sign posting patients to the pharmacy where

appropriate for minor ailments. Helping to promote and help with patients obtaining the right care at the right time. This will help to reduce the number of GP and ANP appointments used for self-limiting minor ailments. Freeing up appointments for those that need more urgently. This in the long term will reduce our current waiting time for routine appointments, which stands at 2 weeks.

- 5. Using online services to request medication and book appointments. Miss S mentioned she has to travel a long distance from her home to drop off her repeat prescription slip and did not know this service was available.
- 6. AMM mentioned a new service which will be starting at Picton Medical Centre for e-consults. Mr S said the electronic communication between patients and the practice seemed like a one way channel. AMM suggested Mr S to join our Access and demand/ communication team, where the issues discussed could be addressed in more detail out of this meeting. And start a task and finish group looking at Pictons on line footprint and improve the E communication between the practice and the patients
- 7. Our invited guests from champions show the way and the ridge left the meeting and the second part was held between Picton staff, patients and champions

Part 2

- 8. There was a round the table discussion about the areas each person was interested in and would like to take lead on or be part of. Popular areas were walking, exercise, knit and natter and ESOL, cook and eat sessions and dietary work (language support) online foot print, access and demand and communication.
- 9. The group agreed there was a lot of existing great work going on in our community around self-care and our intention is not to reinvent the wheel and destabilise existing groups rather to join and strengthen them, to identify what is out there and how we can refer our patients into them.
- 10. The group divided into 2 teams 1) self-care support services, 2) online, access and demand and communications team.
- 11. 8 PPG contact forms were completed.
- 12. We agreed to meet on the 4th July, 10.30 am at Picton WBG

Actions:

- Mr S will identify which services are already available locally for our patients/ community.

<ul style="list-style-type: none">• Mr H will review our website and other GP practice website and to give feedback to see what we can do to improve.	
<p><u>Next meeting:</u> Thursday 4th July at 10.30am – Picton Medical Centre, Westbourne Green</p>	