



SHEPHERDS BUSH MEDICAL CENTRE

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Minutes of Patients Participation Group Meeting

16th August 2023
Wednesday 12:00-12:30

Patients	Jo R. Amanda B. Zaynab M.
Practice	Anna Diplock
Apologies	Raf Khanom Dr Hamid Mahmood Dr Farhad Badat

	SUBJECT/ DESCRIPTION	Action
1	Welcome & Introduction Anna welcome everyone all the members and thanked them for finding the time during the day to attend the meeting. Anna invited everyone to introduce themselves and mention who long they have been registered in Shepherds Bush Medical Centre and if they have attended PPG meeting in the past.	
2	What is the Patient Participation Group or PPG? Aims and objectives of the group	

	<p>A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.</p> <p>The group is a route for patients to advise and inform the Practice on what matters most to them and to help identify solutions to problems.</p>	
3	<p>Communication between the PPG and SBMC</p> <p>Anna recapped that the last PPG meeting on-site was before the pandemic outbreak. During the pandemic and shortly post-pandemic SBMC was sending questionnaires to patients to measure satisfaction of provided services and Covid-19 vaccine campaign.</p> <p>Anna asked PPG member what would be the best platform for the future PPG meetings. Jo, Amanda and Zaynab agreed that online meeting is the best option as it allows patient to carry-out professional obligations.</p>	<p>PPG meeting re-introduced post pandemic, aim to meet twice a year online.</p>
4	<p>PPG Chair</p> <p>Anna informed that previous PPG Chair resigned and asked if any of attendees would like to put forward the interest of becoming the new PPG Chair.</p> <p>Jo and Amanda suggested postponing the voting to the next upcoming PPG meeting when more attendees will be able to choose the candidate.</p>	<p>PPG Chair will be chosen on the next PPG meeting</p>
5	<p>Surgery updates</p> <p>Anna described the changes in the services provided by surgery</p> <ul style="list-style-type: none"> - Asthma clinic with PCN Pharmacist every Monday all day; asthma reviews, COPD reviews, medication reviews; - Diabetic clinic with PCN Pharmacist fortnightly on Wednesdays- all day; diabetic reviews, medication reviews, diabetic management, diabetic education; - Health Promotion with Health Coaches, every Wednesday afternoon; obesity, reduced physical activity, diabetes, dietary/ nutrition advice, health promotion; - Frailty clinic- Tuesday mornings; - Paramedics- everyday for housebound patient for the urgent problems; - HCA- clinic every day from 9-2 pm; blood test, physical examination; NHS health checks; ABPM 	

	<ul style="list-style-type: none"> - Nurse- Tuesdays & Thursdays- childhood immunizations; women's health clinic- smears; dressings; - Stitches removal; asthma, elderly, diabetic clinic; - Extended hours clinic- held in Parkview- GP & Nurses clinics; F2F and telephone consultations weekdays 6:30-8:00 pm and Saturday all day. 	
	<p>Date of Next Meeting: in 6 months; Spring 2004</p>	<p>AD to send invite to PPG members via text messages and emails.</p>
	<p>Minutes of meeting checked & updated on 30.08.2023</p>	