

Minutes of the Patient Participation Group (PPG) meeting held at Parkside Group Practice on Monday 11th June 2018

Attendees

Oduma Cameron
Eric Clark
John Harvey
Patricia Jenkins
Julian Marcus
Alan Wiltshire
Anne Milstead (PPG Network)
Diane Smith (Croydon CCG)
Dr R Muhundan
Becky Cook
Michelle Gavin
Lynn Lucas

Apologies

Felicia Amoye
Diana Andrews
David Astill
Kanagasabai Balachandran
Purabi Lakhani
Julian Marcus
Andrew Mantle
Lesley Page
Sheila Thirkell

Minutes of last meeting and matters arising

Minutes of the meeting held on Monday 19th March were agreed. As Bala was not present, Eric agreed to chair the meeting. Lesley Page has resigned. The group thanked Lesley for her contribution over the years.

John commented that Patient Access had been updated and some of the new features were designed so that patients could not order medication too early. There was some concern that this could cause problems for patients with a genuine need to order early. Michelle to investigate new features of Patient Access.

Presentation by Anne Milstead - What is a PPG? Building Better Participation.

Anne gave an interesting and insightful presentation about other PPGs. This led to a lively discussion about how we could become more active and the purpose of our PPG. Suggestions included: health information evenings in local church halls; PPG members raising awareness in the waiting rooms with lanyards/name badges.

We also discussed the difficulties of contacting patients since the new General Data Protection Regulations had been introduced.

Due to time constraints, the rest of the agenda was postponed until our next meeting.

Meeting closed at 2.35pm

Date of next meeting: Monday 9th July 2018 at 1pm