

The City Road Medical Centre
Minutes from Patient Participation Group (PPG) Meeting 15th January 2014

Present: Dr Katie Coleman (KC) GP, Nat Hilditch (NH), Lorna Blackender (LB) Remie Carter (RC)
Patients: SS, CS, CJ, JStG, CK, LM **Apologies:** Cathrine Holmes (CH), JH

	Notes	Action
1.	<p><i>Welcome/Introductions/Review Minutes of last meeting</i></p> <ul style="list-style-type: none"> • SS was sharing the meeting, introductions and apologies were issued. • Last meetings minutes where approved. Concerns however at some people had not received the minutes prior to the meeting. • Discussed methods to ensure all members who do not have access to emails can receive the minutes. Suggested send out through the post. 	NH
2.	<p><i>Feedback from pan Islington PPG</i></p> <ul style="list-style-type: none"> • LM discussed the last meeting, outlining key points raised. • Spoke about ways in which to engage more patients with the pan Islington PPG including signs on notice boards, emails, texts etc. 	RC LM
3.	<p><i>Newsletter input</i></p> <ul style="list-style-type: none"> • KC planned to complete the survey within the week and then forward it onto members of the group for review. 	
4.	<p><i>Any other business (AOB):</i></p> <ul style="list-style-type: none"> • Discussed out of hours services in Islington, Harmoni, Camidoc etc. • JStG raised the point of District Nursing and the lack of training they are provided. Furthermore we discussed the privatisation of UCLH and the impact it will have on services • To review and continue with work plan as part of the group strategy for the coming year 	
5.	<p><i>Date of the next meeting -</i> Wednesday 30th April 2014 from 5.00-7.00pm at City Road Medical Centre</p>	

WORK PLAN - Objectives	Actions needed	Target Date	Owner
Create a list of all services and who provides them	In order to determine target populations and to be audience specific a list of services will be circulated; thereafter a service a month will be spotlighted and more awareness created.	Ongoing	CH
Outline & explain QOF markers pertinent to the practice My Health London – quality markers	KC explained the meaning and relevance of this. A monthly mini newsletter to be created to outline certain QOF areas with explanation and relevance. Also add markers in quarterly newsletter	Ongoing	CH KC
NHS Health Checks	To find a way to increase uptake for health checks which are relevant to patients between 35 and 70. An idea to set up Monday afternoon information “clinic” perhaps at St Lukes?	Ongoing	PPG
Review minutes of management meetings	To be added as a standard Agenda item; as PPG meetings are quarterly this means 3 sets of minutes per meeting.	Ongoing	CH
Strategies for youth and young adults	To look at how we can increase engagement with youth and young adults; liaise with local young people’s services	By end September	LM
Add a PPG page to the practice quarterly newsletter	This is now an ongoing feature in the practice newsletter	Ongoing	CH
Mini surveys	Topics for surveys to be generated. Links to surveys in texts? Posters for reception to encourage patients to ask for/complete surveys. PPG members to come in and assist with handing out / completing surveys.	Ongoing	CH