

Minutes Patient Participation Group (PPG)
Wednesday 17 April - 16.30pm

Attendees:

Staff:

Dr Tom Davies - TJD

Mrs Liz Francis - LF

Patient Volunteers:

Janet Sorenson - JS

Michael Simpson - MFS

Shelley Luthra - SL

Mrs Mavis Shipton - MS

Apologies:

Mrs Jaspreet Daisy Deol - JD

Mrs Helen Struthers - HS

Catherine Fitzgerald - CF

Linda Curtis - LC

Actions from last PPG meeting:

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*	LF reported that the system to text patient reminders regarding their appointments would cost the Practice about £65.00 per week also there are issues regarding the lack of accurate and up to date mobile telephone numbers and that a planned update would be required should funding be secured. Also the new EMISWeb system will soon be upgraded to internet booking capabilities which might help patients.	
*	LF updated all re; the progress of the British Red Cross Therapeutic Massage Service. Advised that the service has now attracted funding and would be funded for at least one year. The service is due to start on Wednesday 1 st May. The Red Cross also wanted it noted that this service was available to all not just to Carers. JS offered to do a poster advertising the service for the Waiting Room.	
*	The results of the patient survey including the questions regarding appropriate use of the A&E department were discussed. The group were a little shocked that so many of those surveyed believed that the A&E department was to be used for minor ailments. Posters have been put up in the waiting room trying to encourage appropriate use, and flyers will be prepared.	

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*	DNA statistics to be put back on Notice Board once Newsletter completed with figures. JS said that the figures should be posted in a more prominent place for patients to see whilst they are in the building.	KL/LF
*	The Hillingdon Hospital has kindly arranged to one of their Phlebotomists to do a clinic here at HHC on a Wednesday morning. This has so far been fully booked every week and is proving its need.	LF
*	JS mentioned the Awareness Day's and gave copies of National awareness days to decide what to target next.	PPG
	Belmont Health Centre PPG asked if one of our PPG representatives might like to go to their meeting to give some ideas for them to adopt. Unfortunately as the Belmont seems to want the group to fund raise our group felt unable to help.	LF
	MS gave a short talk about the use of "Talking Therapies" with appropriate patients. She says that there has been considerable success in the Oxford Health Foundation Trust area and she would like to know if this is available to Hillingdon patients. TJD said that it was on the list on new initiatives being considered for commissioning at the moment. If successful it would be introduced in Sept/Oct time. TJD also pointed out that the Pain Control department has used this therapy for a number of years.	MS/TJD
	TJD gave a brief update regarding the CCG (Clinical Commissioning Group) now "in control" of the local commissioning of services. He explained that the Group had been left with an opening balance in deficit and that they were expected to turn this trend about and at least break even. There are negotiations under way to deliver more services in Community locations. MS said she hoped that Hillingdon hospital wouldn't be destabilised. TJD said that with other local hospitals closing services it is an opportunity for Hillingdon Hospital to bid for services and to tighten up its current services	TJD
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- The next meeting - TBA