

# **PATIENT PARTICIPATION GROUP MEETINGS AT HILLINGDON HEALTH CENTRE**

## **ANNUAL REPORT 16 JANUARY 2013**

We started these Patient Participation Groups in 2011; the first meeting taking place on Wednesday 23<sup>rd</sup> November 2011.

### Items Discussed at Meeting – 23.11.11

- \* We were very pleased with the uptake of volunteers for this meeting.
- \* The group felt that patient needs were understood and that the Practice was recognised as trying always to meet the needs of their patients.
- \* A few questions were raised re; the Surgery's practices – these were discussed and answered satisfactorily.
- \* Saturday openings were discussed – The group were made aware that Locum doctors would be used and not regular doctors due to already long hours worked.
- \* Group discussed ways in which to advise other patients of what has been discussed – new notice board was put in reception solely for the PPG Group information.

### Items Discussed at Meeting – 25.01.12

- \* Group discussed Health Awareness days to be held at the Practice. All felt this was a good idea and decided to link these in with the National Awareness days.
- \* Group discussed outside help groups including bereavement counselling, and Age UK. It was agreed that a guest visitor should be invited and Age UK were chosen to attend the next meeting.
- \* The group had their own informal meeting on 22.02.12 – a more in-depth discussion informally about who was doing what in setting up the new notice board and displaying information.

### Items Discussed at Meeting – 28.03.12

- \* Presentation given by a private home care company who had links with Age UK. Disappointed that speaker was not directly from Age UK.
- \* Further recruitment for the PPG discussed.
- \* Discussed Surgery practices such as out of area patients.
- \* Discussed Survey Results recently done. The majority of patients were happy with the service that they received.
- \* It was agreed that patients wishing to contact a PPG member to do so in writing via Reception.

Items Discussed at Meeting – 31.05.12

- \* Presentation from Age UK given on what they can offer our patients. Discussed promotion days to link in with the flu clinics to maximise number of patients seen so that they can see how Age UK could help them.
- \* Group all thought promotion days were a good idea and to look at what could be our next promotion day for 2013.
- \* General information, discussed re: approval of artwork for PPG notice board.

Items Discussed at Meeting – 26.09.12

- \* Presentation from British Red Cross re: a possible therapeutic service that we could recommend to our patients. The whole group were very interested in this.
- \* PPG were asked if they had any entries that they wished to go into the Practice Newsletter.