

PATIENT PARTICIPATION GROUP (PPG) MEETING MINUTES

Location: Hilltop Surgery, Board Room

Date: 22nd January 2025

Time: 11:00am

Facilitators

1. Asma Sadar 2. Dr Shobna Kerenalli 3. Nazleen Booso

Attendees

1. Veena Kumari Singha 2. Claire Orton 3. Parvatiben Patel
4. Smita Patel 5. Jayantkumar Madlani 6. Nirmal Takher
7. Pamila Pattni 8. Jyotsna Chudasama

Apologies

1. Sanjeet Kumar Sinha 2. Natasha Vagani 3. Graham Carver
4. Jane Carver 5. Sehnaz Suleman 6. Reiva Mehra
7. Sravani Karanam 8. Ranjana Parmar 9. Harsha Kotecha
10. Rashmikant Joshi 11. Hina Amlani 12. Mohamed Suleman

Meeting Agenda

- Welcome and Introductions
 - Review of Previous Meeting
 - PPG Office Bearers
 - Topic for discussion – LTC and Diabetes Day
 - Future plans/initiatives
 - Introduction of a team/staff member
 - Any Other Business (AOB)
 - Closing Remarks
-

Welcome and Introductions

- All PPG members introduced themselves, along with the surgery attendees.
- Two new members joined the group following the Diabetes Health Day event.

Review of Previous Meeting

- Nazleen provided a summary of the previous meeting, emphasizing that it was an informal session focused on the PPG framework and its purpose.
- Attendees completed and signed necessary PPG documentation, including the confidentiality agreement, and shared detailed introductions.

PPG Office bearers

- Nazleen shared insights from her discussion with Susan Venables (Head of ICB) regarding the process for electing office bearers.
- It was agreed to allow equal opportunities by electing a Chair and Secretary every six months.
- In an open forum, Smita Patel volunteered for the role of Chair, while the selection of a secretary was deferred to the next meeting.
- Nazleen was asked to take the minutes temporarily. The group decided that electing a Treasurer is unnecessary at this stage.
 - **Action:** Appointment of a Secretary to be completed at the next meeting.

Topic for discussion

- **Long-Term Condition**
 - **Overview of LTC Eligibility and Review Process:**
 - Dr. Kerenalli initiated the discussion by explaining the process of determining LTC eligibility.
 - Clinical pharmacists Hamza and Maria provided a detailed overview of how the review process works and its benefits for patients.
 - **Efforts by the Practice:**
 - Dr. Kerenalli and the pharmacists highlighted the extensive efforts undertaken by the practice to manage LTC criteria, determine patient eligibility, and follow up on appointments.
 - Emphasis was placed on the practice's commitment to ensuring patients book appointments for their own well-being.
 - **NHS Health Check Criteria:**
 - Smita Patel raised a query regarding the process for patients without LTCs to access NHS Health Checks.
 - Dr. Kerenalli explained that NHS Health Checks are available for patients aged 40+ who meet the eligibility criteria.
 - **Challenges with Patient Engagement:**
 - Difficulties in getting patients to book LTC Part 1 and Part 2 appointments were discussed, particularly among younger patients with long-term conditions.
 - The group explored various ways to improve patient engagement and understanding of the importance of these appointments.
 - **Suggestions for Improvement:**
 - Introduce a non-clinical mentor to guide and support patients.
 - Organize programs to raise awareness about the importance of attending LTC appointments.

- Distribute newsletters to educate patients and increase awareness.

➤ Diabetic Health Day

- **Review of the Event:**
 - The success and positive response of the previous Diabetic Health Day were reviewed during the meeting.
- **Plans for the Next Event:**
 - The surgery intends to organize another Diabetic Health Day in April, as part of a PPG initiative.
 - The group discussed the importance of active participation from PPG members.
 - A follow-up meeting to plan the event was scheduled for **26th February at 12:00 PM.**

Future Plans and Initiatives

- Ideas to attract more PPG members were explored, including increasing awareness through posters and better publicity.
- Nazleen was tasked with updating the Practice website to include PPG information and creating more display posters.
 - **Action:** *Nazleen to incorporate PPG details into the Practice website and enhance poster visibility.*
- Planning continued for the Diabetic Health Day in April.

Introduction of Team/Staff Members

- Clinical pharmacists Hamza and Maria were introduced during the LTC discussion.

Any Other Business (AOB)

- No additional concerns or suggestions were raised.

Closing Remarks

- Mr. Jayantkumar Madlani requested that future meetings be rescheduled to **12:00 PM** instead of 11:00 AM. This change was agreed upon by all attendees.
- Nazleen was requested to send out reminders for upcoming meetings via SMS.

Next Meeting

- Date – **26th February 2025**
- Time – 12:00 noon
- Location – Hilltop Surgery

Meeting Adjourned: 12:25pm
