

St Ann's PPG Forum – 11th January 2024

Present:	Alison Demetrius	St Ann's Surgery
	Misbah Rahman	St Ann's Surgery
	Graham Day	PPG Deputy Chair
	Diane Paice	PPG Chair
	Stephen Webb	Operosehealth
	Paul Addae	Healthwatch
	Eleni Stephani	Patient representative
	Menassie Yemane	Patient representative
	Katarina Kljaic	Patient representative
	Eddie Green	Patient representative
	Robert Crooks	Patient representative
	Young Lee	Patient representative
	Bruk Mellese	Patient representative
	Victoria Wignall	Patient representative
	Beverley Mann	Patient representative
	Insaf Aloglu	Patient representative
	Hortense Kolade	Patient representative
	George Ansong	Patient representative

Introductions

AD opened the meeting by welcoming all attendees, Chair and Deputy Chair.

Concerns

The Chair, Deputy Chair and a few patients were unhappy with the coordination of the meeting as they had not received an Agenda or a copy of the presentation that AD had prepared in advance for the meeting.

AD apologized and explained that the meeting had been set up by the Practice Manager who left without providing a full handover. AD was not aware that the Chair and the deputy Chair were not given the opportunity to set an Agenda.

AD explained that the presentation was to demonstrate to the PPG key achievements at the practice since the new management team had been in place.

The meeting was given the opportunity to continue without the presentation. Most of the patients wanted to see the presentation. Members of the PPG were very enthusiastic to understand more about the practice and contribute towards the way services are shaped and delivered.

PA from Healthwatch commented that it was positive to see 2 meetings scheduled for the patients since November 2023.

Questions

A patient attending for the first time asked what criteria was required to join the PPG. The meeting was informed that all patients registered at the practice could join the PPG.

Another member of the PPG was concerned whether the practice would take on board suggestions and comments from the PPG. It was also noted that the weighing machine in reception had not been working for months. AD asked MR to note the weighing machine issue which would be looked into and rectified as soon as possible. AD also explained that feedback would be implemented depending on practicality and feasibility of the request.

Presentation

AD's presentation reviewed the following areas:

- Practice and PPG involvement
- Staffing clinical and non-clinical, including vacancies
- Range of appointments offered at St Ann's
- Telephone access performance data
- Additional roles supporting primary care
- BP/Hypertension project
- Goals for the new year

Open discussion

Feedback following the presentation was positive. AD was asked to forward presentation to members of the PPG along with the minutes.

Patients also wanted more engagement for patients on the website informing of current events and projects i.e. BP and Hypertension project, next PPG meeting and minutes.

There was a discussion around creating a Whatsapp group for the members of the PPG as a platform where patients could send agenda items to the Chairs. It was agreed that this would be discussed in more detail at the next meeting.

DP informed the meeting that she is a member of Haringey's Healthwatch and has noted that some PPG's in Haringey have a newsletter, which can be found on Haringey's Healthwatch website. PPG could consider creating a newsletter for the group which the practice could publicise.

There was also a discussion around members of the group attending other PPG meetings within Haringey to gain more insight on how these meetings are undertaken.

Dianne and Paul requested terms of reference for the next meeting which would be reviewed with AD before the next meeting.

Chair and Deputy Chair would work with AD to create an Agenda for the next meeting which would take place in February, date to be confirmed.