

# St Johns Wood Medical Practice

Dr S Charkin  
Dr D Abadi  
Dr J Miller  
Dr R Jones  
Dr J Pawa  
Westminster PCT (4QR39)  
Practice Code: E87609

Brampton House  
Hospital of St John & St Elizabeth  
60 Grove End Road  
London  
NW8 9NH  
Tel: 0844 477 8590  
Fax: 0844 477 8591

## **Patient Participation Group** **Minutes of Meeting on 24.04.2012**

### **Attended By:**

Joyce Green (JG); Sue Nicholson (SN); Miss Laura Silver (LS); Mrs Valerie Gaynor (VG); Miss Wendy Moor (WM); Mrs Louise Spencer-Hope (LS); Dr Malcolm Godfrey (MG) ; Mrs Judy Thomas (JT); Mr Richard Selby (RS); Ms Jacky Erweteman (JE); Mrs Marie Bauer (MB); Mrs Jean Hathorn (JH);

### **Apologies From:**

Mrs Suzanne Burchell (SB); Mr Stanley Broderick (SB); Miss Farida Hashem (FH)

### **Welcome:**

- JG opened the meeting by welcoming one and all and asking everyone to introduce themselves as not everyone had met before.
- Minutes of the 28<sup>th</sup> February were approved after one addition, highlighted by Mrs Suzanne Burchell, stating that another recommendation had been for a staff photograph on display in Reception with everyone's name.

### **Patient Questionnaire:**

- JT; LS; MB; JG agreed to form a sub group to look at the past questionnaire with the view of adding up to 5 more questions that the PPG feel are pertinent. The group will also look at other ways of putting the questionnaire out to the patients e.g the use of survey monkey; the use of a laptop in the Practice, although there was a question around this re security & time taken to use a laptop; Email.

- JG will contact Mr Stanley Broderick and ask him to join this sub group.
- The questionnaire will be rolled out in October at the same time as the flu campaign as this will definitely expand the range of patients.
- Housebound patients will be sent a questionnaire by post as in previous years.
- SN to raise the use of Survey Monkey at next Practice Manager's meeting to see whether any other Practice has any experience of using it.

### **How to expand membership / involvement of a younger age group:**

- How can younger patients; mothers; working patients; patients under 50 be more involved - the message needs to get out there that this group exists.
- The group needs to look at advertising the group via posters; flyers and to think of meeting through different ways.
- A start could be via an open evening where the emphasis is on how other patient groups are really needed.

### **Open Evening Planning:**

- JT; LS; RS; JE; JG agreed to form a sub group to organize the planning of this evening.
- The evening will be at the end of June with wine & nibbles.
- Sub group to put forward a proposal on the Open Evening Event with details on publicity, programme, suggested date, refreshments etc for SN to put forward to the Practice.

### **A.O.B:**

- A discussion was had around how often the group should meet, for now it will stay at every 2 months.
- Members of the PPG need to be committed to attending the meetings and in the future there will be a discussion around how many meetings it is felt that they should attend as a minimum, especially as some members have not attended at all.
- The question of a drinks machine in the Reception was raised. SN advised that this has been discussed before and was rejected on the grounds of Health & Safety.

### **Actions and Next Steps:**

- The date of the next meeting will be Tuesday 10<sup>th</sup> July at 2:15pm.

- All members will be sent, ideally by email: Copies of the minutes; a proposed agenda for the next meeting.
- When the minutes are approved they will be published in the Practice newsletter and on the Practice website.
- JG to contact Mr Stanley Broderick.
- Sub groups to liaise with each other & set up dates to meet.
- PPG members will be sent the date of the open evening meeting.