**Minutes of Caversham Group practice PPG Meeting 4th July 2017**

**In attendance:**

Rod Allison PPG Chair (RA), Peter Bury, Kathy Elliott (KE), Mick Farrent, Judith Philo

Frances Lefford, CJ, Ruth Appleton, Tom Rivers, David Cunningham Green

Fay Saunders (FS)- Administration Manger, Helen Gibson (HG) – Practices Specialist Diabetes Nurse, Dr Caroline Dickison- GP Partner

**Welcome and introductions:**

RA welcomed members & conveyed apologies for absence from Dr Amiel & Sheetal Shah who was at an important conference on clinical pharmacists. He drew attention to the Camden Patient & Public Engagement Group's (CPPEG) PPG forum on 7 July and to a celebration of the NHS's 69th birthday on 5 July. The group welcomed some people who were in attendance at the meeting for the first time.

**Diabetes: the practice's efforts and experience**

HG, the practice's dedicated diabetes nurse specialist, introduced a discussion of the practice's treatment of diabetes. Discussion focused on how to improve attendance for treatment. FS explained the difficulties facing the practice team as well as the practices efforts and processes for reminding patients to attend for their important reviews. The group felt that there was lots of effort on the practices part to ensure patients attended. Further analysis of those who attend & those who don't, and encouraging patients to manage their own care, were suggested.

As regards encouraging attendance from the Muslim community, and linking in to the PPGs outreach project, suggestions included contact with the local Mosque, the Sharma Centre and Hopscotch, seeking the assistance of a Bengali-speaking patient and asking schools to put a note in children's lunch boxes for diabetes awareness.

**The Flu Campaign**

FS introduced a discussion of the autumn flu campaign. The practice would like patient feedback on how to boost attendance for the flu injection and improve convenience for patients. It was noted that availability of the injection at chemists was very helpful as were late night and Saturday appointments. It was suggested that perhaps patients needed more information on the benefits of the injection and more contact about it. One group member felt waiting times for the walk in sessions offered wasn’t very good. FS will reflect and incorporate this feedback into this seasons practice plan.

**PPG Survey Monkey (survey of patients' views on diabetes and other issues)**

The PPG expressed its gratitude to KE for the survey she had drafted seeking patients' views on diabetes issues and on ways for the PPG to contact patients. The draft would be circulated to members who were in attendance at the meeting and once feedback received on this the final survey will be circulated to the wider PPG.

**TIMING OF MEETINGS**

The PPG agreed as a general rule to alternate between afternoon and evening meetings.

**Reports back:**

* Open Garden Day- the Listening space

RA reported on the Open Day for the practice's new garden or Listening Space, at which a celebration of the NHS and the practice had also taken place. The event had been well attended and a great success. Volunteers to help with the garden would be warmly welcomed.

* **Film on the PPGs Outreach work**

A short film had been made in which FS and RA had talked about the PPG and described the Diabetes event for the Muslim community which the PPG had organised in collaboration with the local Mosque. Foyezur Miah, director of Queens Crescent Community Centre and a member of the Mosque had also appeared in the film. This film was one of 3, made under the auspices of the CPPEG, about different Camden PPGs success stories. It was suggested and the PPG agreed that all 3 films should be shown at a future meeting. It was hoped to organise another Diabetes event, focusing on Muslim women, in November.

**OTHER ISSUES**

Other issues raised were:-

* the need for the PPG's website & communications to include a link to the CPPEG's website & newsletter
* FGM [female genital mutilation] - information relevant to this problem could be found on the UCLH website
* problems with electronic prescription. The question was raised of email access to doctors.

**The PPG's next meeting would be on 10 October In the evening**