



Handsworth Medical Practice – Patient Participation Group

Minutes of the Meeting held at Handsworth Medical Practice on Tuesday 19th September 2017 - Chaired by Sue Harbour

1. Present: Sue Harbour (Joint Chair)
Noel Hayes (Joint Chair)
Brian Robinson (BPR)
Laura Bellotti
Senka Zulic
Lorraine Toynton
John Glover
Zia Rehman
Joyce Hill
Joan Smith
Vida Timms
- Murrell
- Pat

2. Apologies for Absence:
- Bridget Robinson
Gill Tofts
Sue Sandell
Zuby Skinner

1 Virtual Member: Ann Hunter

3. Minutes of the meeting held on 22nd August 2017 were approved.
4. Matters Arising: itemised below
5. PPG Feedback. LT had not heard back from the Practice regarding a meeting with the PPG Standards sub-committee.
6. Launch Week
- 6.1 Rota confirmed. Timing for Saturday 30th September changed from 08.00-10.00 to 10.30 (briefing) 11.00-13.00. 7th October timing changed to 08.00-10.00. Pens and hardboards to be supplied (LB and Practice)
- It would be preferable to approach patients waiting before they have the Flu jab.
- Laura will distribute the Questionnaires.
- At the end of the Sessions we will pass the Questionnaires to Bridget and Lorraine.

Handsworth PPG

A Helping Hand



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More analysis needed from Questionnaires.

Following the 1st Session to let Bridget know how it went in order for her to pass on to the second group any suggestions for the following week.

- 6.2 Refreshments. It was agreed not to provide refreshments.
- 6.3 Name badges were distributed to those members present. Gill and Zubeda to collect theirs.
7. Design and Marketing. Poster should be A3 size. Suggested wording "Did you know that this Practice has a PPG. If you would like to receive more information about being a Virtual Member, via e-mail, please contact: ??"
8. Future Funding. At the last meeting Dr Borowski agreed to look into funding the Handsworth PPG via the Practice. There was no representation from the Practice at this meeting and so this item will need to be discussed at the next meeting.
9. Any Other Business:
 - 9.1 It was Noted that the Practice had issued a new Questionnaire, "Friend and Family Test – September 2017." Discussion about whether to ask patients to complete both Questionnaires at the same time. Agreed we will only ask patients to complete the PPG Questionnaire.
 - 9.2 No changes to the wording of the Questionnaire.
 - 9.3 It was suggested we target a much younger age group by contacting the Head of the school opposite. What services would they like to see at the Surgery ? This could be done in the New Year.
 - 9.4. Ask the Practice if they would like some PPG members to tidy up the courtyard areas and maybe some planting to make it look more attractive.
 - 9.5. Should members not be able to attend a meeting to inform the Secretary.
 - 9.6 NH agreed with SH that he would arrange a meeting with the Practice managers and a Doctor to discuss future meetings and attendance.
10. Date of next meeting: No date has been arranged.

Bridget Robinson