

Garway Medical Centre
Patient Participation Group meeting

DATE	26 June 2019	TIME	6:30pm
Present	Dr Jedth Phornnarit, Andrew Boichat, Odeta Pakalnyte (Healthwatch), Marian Kirsner, Genie Stuart-Ranchev, Angela Reeves, Deirdre Cordwell (Chair)		
	Agenda items	Minutes	Actioned by
1	Welcome and introductions	Deidre Cordwell (Chair) welcomed everyone and including a new joiner to the meeting (male patient waiting to see Dr Phornnarit?).	DC
2	Apologies	CP, JP and JN sent apologies.	
3	Minutes and actions arising from the last meeting	The minutes of the last meeting were approved.	Minutes approved

4	<p>Report from the Practice</p>	<p>Angela provided an update:</p> <p>The Practice recently received an overall award of 'Outstanding' for the support it provides to patients with Diabetes.</p> <p>The awards were for:</p> <ol style="list-style-type: none"> 1. Level 1 Diabetes Care 2. Treatment Targets 3. High Risk of Diabetes Performance <p>AR to display the three awards appropriately in the Practice.</p> <p>Fairuz has been appointed as Lucy's replacement.</p> <p>Christina will be responsible for admin duties and will also act as the Practice phlebotomist two mornings a week.</p> <p>The Practice is hosting a mental health clinic on behalf of the 'Community Living Well' programme.</p> <p>Angela has arranged a meeting with the new mental health therapist.</p> <p>Consultation has started with a supplier to provide a new telephone system and improved WIFI coverage in the Practice.</p> <p>A new and improved website is planned. Practice staff will be trained on the new software over the coming weeks.</p>	<p>AR</p> <p>AR</p> <p>AR</p> <p>AR</p> <p>AR</p>
5	<p>PPG Celebration Event</p>	<p>OP presented Garway PPG with an 'Outstanding Achievement' award for the excellent work it does to improve the patient experience.</p> <p>GSR also received an award for the longest serving PPG member at Garway.</p> <p>Well done to everyone!</p>	

	<p>Health Promotion event “What Health Services?”</p>	<p>DC asked for feedback from the group regarding the event.</p> <p>It was discussed and agreed that:</p> <ol style="list-style-type: none"> 1. Future events should focus heavily on current patient needs. 2. There was a need to improve awareness prior to the event through better advertising i.e. Noticeboards on the Garway Estate, SEBRA magazine, Garway Medical practice website, etc <p>The group came up with 4 topics for future events, they are:</p> <ol style="list-style-type: none"> 1.Diabetes 2.Prostate Cancer 3.Mental Health 4.Dementia <p>The next event will take place in October (Date TBC)</p>	<p>DC, CP and All PPG members</p>
<p>6</p>	<p>Any Other Business (patients’ feedback and suggestions)</p>	<p>CP and JP preparing new planters to improve the aesthetics to the entrance of the Practice - Thank-you to both!</p>	<p>CP, JP</p>
<p>Date of the next meeting</p>		<p>Wednesday 25th September 2019, 6:30pm</p>	