

Patient Participation Group (PPG)
Meeting Minutes
Tuesday 25th February @ 3pm
Mitchley Avenue Practice

Attendees:

Meryl Doherty (Chair)
Jean Watkins (Patient)
Ed Freemantle (Patient)
Pauline Foster (Patient)
Brian Fox (Patient)
David Scott (Patient)

Apologies:

Arnold Butler
Michael Grefell-Williams
Helen Wiggins
Roger Williams
Jennifer Bates

Paul Macy (Guest Speaker, Croydon Social P) **Joined at 3.30pm*

1. **Welcome & Introductions**

a) Meryl opened the meeting by welcoming new members and circulating copies of today's agenda, the last meeting minutes and Croydon Social Prescribing details.

2. **Group Business**

- a) Elections of Chair, Secretary, Treasurer and External Relations Officer were opened to the group and the following volunteers delegated roles as below:
1. Chair – Pat Magrill
 2. Secretary – Donna Coleman (minute taker)
 3. Treasurer – Jean Watkins
 4. External Relations Officer – Arnold Butler (absent, but pre-agreed with Meryl)
- b) Meryl confirmed that Arnold Butler is keen to continue with his role as External Relations Officer, having already attended several other groups within the borough.
- c) The terms of reference were brought up with the suggestion that Dr Woolf may be best placed to suggest his objectives as guidance for future meeting direction.
- d) Meryl advised she has been at the practice for 5½ years now and patients at the practice increased by 15%. The reasons for this varied; from dis-satisfaction with their current GP practice, to moving into the area, or having children etc. Meryl mentioned the practices' ability to be able to book patients into other local hubs in order to reduce such patient increase.
- e) It was noted that it is a requirement for the practice to have a PPG and not instigated by Dr Woolf.
- f) The frequency of meetings was discussed and agreed to be quarterly. With an annual review to be carried out in Nov 2021. (First meeting was held in Nov 2019).
- g) It was agreed within the group that a minimum of 4 attendees would be needed to carry out the quarterly meetings.

- h) It was agreed within the group that two of the four quarterly meetings were to be held in the evening during the Spring/Summer, to encourage more people to attend after working office hours.

3. **Social Prescribing**

- a) Paul Macy joined the meeting to discuss Croydon Social P and how the PPG could help get the message out to the community. Social Media was suggested, alongside leaflets or posters at the surgery. A newsletter and the Residents' Association was also proposed. All agreed the surgery receptionists were also an excellent communications channel.
- b) It was discussed that the needs are not always medical, for example new mums, or the isolated elderly can be unaware of their local recreational clubs and groups. With lack of transport also being a concern for some groups.
- c) Paul suggested the possibility of two events being held; one in Riddlesdown and one in Sanderstead, with invitations being extended to local well-being interests, such as yoga, rambling, knitting groups or the mental health charity, Mind. It was agreed that people were likely not aware such things were available to them in their community.
- d) Meryl suggested that the PPG could "meet & greet" visitors and guide them to suitable stalls.
- e) Steph, the Surgery Care Co-ordinator is at the practice every Friday. She would also assist with self-referring.
- f) Paul suggested the first event to be in the April Easter school holidays, which would encourage more people to attend. A timing of 10am – 4pm was agreed. Refreshments would be provided. Jean confirmed with Paul that there are available funds to cover this.
- g) Meryl & Paul asked that any ideas or suggestions regarding who should be invited for the stalls, are to be e-mailed to them.
- h) Paul confirmed that previous events held in Thornton Heath and South Norwood had been very successful and well received by the community.

The meeting ended at 4.10pm.

The next meeting date is Wednesday 27th May @ 6pm-7pm at Mitchley Avenue Practice.