

# Patient Participation Group Meeting - 25.06.20

## Date

Thu 25 Jun 10:00 - 11:00

## Location

Zoom Meeting

## Confirmed attendees

Suzia Riasat

## Other Attendees

PPG Chair, Ms Penfold EQUIP Coach, Ms Smith

## Details/Agenda

To discuss ideas of change for EQUIP - meeting led by Ms Ana Smith

We have agreed in our last meeting to focus on our patient engagement and increasing our PPG group. This meeting will be open for any ideas to bring this change.

Introduction of Primary Drivers for use in Driver Diagrams

## Minutes

Meeting started with project aims agreed and revised in the last meeting with EQUIP Coach Ms Smith, Practice Manager Mrs Riasat and PPG Chair Vice Chair Ms Penfold

### AIMS OF PROJECT

To increase the engagement in the people participation group as measured by:

Increase in shared responsibilities and actions from meetings

Increase in membership of group

Increase in attendance at group meetings

Increase in number of different engagements within the meeting (how many people speak)

Ms Smith said that the first set of underpinning goals are referred to as primary drivers because they 'drive' the achievement of our main goal. We agreed on our Primary drivers as

- Accessibility

- Benefits

- Awareness

We also discussed the "Virtual option" but Ms Penfold said that most of the group members don't have access to computers, laptops and technology so they won't be able to join. Ms Smith said we can find provider of online tools (device and wifi) for those without access so we can keep this option open.

Mrs Riasat suggested the option of sending text and emails to patients stating the benefits of the PPG and how they can contribute.

There were also suggestions of condiments for the group like offering tea and coffee at the in-person group. At the moment this is not possible due to Covid-19 situation and social distancing but maybe later in the year we can do this.

Mr Vickers suggested about communicating benefits, we should do "**You Said, We Did**" Board up in the practice and actively inform patients of its existence and benefits to them.

The PPG group looked at website and it was noticed that PPG noticeboard was not updated and not all minutes of meeting were there on website. Mrs Riasat said she will look at the website and contact the support team to get the PPG section on left side with other main tabs. Also all the information about meeting minutes should be on the website.

Anna said there will be another meeting on 9<sup>th</sup> July 2020 after a week and by that time Mrs Riasat should update the website. Anna will be formulating today's meeting and change ideas in a form of driver diagram.

### Actions

Mrs Riasat to contact website support team to update PPG banner and minutes of meeting

Ms Smith to create driver diagram based on today's discussion and add on practice quality improvement portal called "Life QI"

## Related actions

Title	Notes	Due date	Assigned to	Date completed
<a href="#">Mrs Riasat to contact website support team to update PPG banner and minutes of meeting</a>	Mrs Riasat to contact website support team to update PPG banner and minutes of meeting	01/07/2020	Suzia Riasat	06/07/2020
<a href="#">Ms Smith to create driver diagram based on today's discussion and add on practice quality improvement portal called</a>		01/07/2020	Suzia Riasat	06/07/2020
<a href="#">Add Social Prescriber and Pharmacist on practice website</a>		27/06/2020	Suzia Riasat	06/07/2020

## Associated documents:

- [Driver Diagram - 060720.pdf](#)
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