



Great West Road Primary Care Network Patient Participation Meeting Minutes

Please see minutes below. The PowerPoint slides will be sent to you separately.

Date	Wednesday 11 th October 2023
Time	4pm – 6pm
Venue	Hounslow House 7 Bath Rd, Hounslow TW3 3EB; 6th Floor - Room 6.08/9
Attendees (Staff)	Su Roy (SR), Crosslands Surgery Narinder Malhi (NM), Cranford Medical Ram Dhaliwal (RD), Skyways Mary Robinson (MR), Clifford Road Surgery Saira Juma (SJ), HIYOS Tal Mahmud (TM), HIYOS Amarjit Gill (AG), Dr Mangat's Practice Dalwinder Kaur (DK) HMC Heston Sanam Dhaliwal (SD), Great West Road PCN Project Manager Farida Akthar (FA), Great West Road Lead Coordinator for GP Support Services Rashmi Singh (RS), Great West Road Clinical Director
Attendees (Patients)	<ol style="list-style-type: none">1. HKD – Skyways patient2. DB – HIYOS patient3. RD – The Medical Centre patient4. HM – Cranford Medical Centre patient5. IMO – Jersey patient6. AH – Jersey patient7. JPM - HMC Heston

Meeting Minutes

	Topic	Action Points
1.	Clinical Director Introduction (Rashmi Singh) <ul style="list-style-type: none"> • Brief description of the role of a clinical director. • CD is an elected role. When elected, CD for two years. RS has been elected 3 times. 	
2.	GWR Introduction (Mary Robinson) <ul style="list-style-type: none"> • What is GWR? • Our new GWR mission statement • The PCN services that we offer to all our patients. 	
3.	Digital Access Plans (Farida Akhtar) <ul style="list-style-type: none"> • PATCHs – PCN registered numbers are increasing however general lack of awareness of PATCHs in most practices. • PATCHs rollout to be continued in all practices. Similar methods as the PATCHs Roadshow that was completed at Cranford Medical Centre. • Social media – Twitter/ PCN Website to be live November 2023 • Newsletters – they are put up in each practice. Practice have been emailed copies so if you would like to read, patients can be given the physical copy. • PCN to ensure there is more F2F communication per practice. Group consultations (HIYOS model) to be adopted by practices. • Practices to use the audit of frequent attenders. <p>Patient Feedback:</p> <ul style="list-style-type: none"> • HM mentioned the success at Cranford Medical – not to overlook the older patients as looking at the turnout, more elderly patients had attended and showed interest. • DB – there will be patients who will not show interested in the digital information, so they do not need to be informed with any new updates in this area. Identify the patients that need to know about this and those that don't so practices can inform accordingly. • IMO – access is restricted with certain patients who may be more reluctant to try the digital changes – disabilities, changes in health could impact this. They need to be considered when making digital changes. Group meetings with stroke/ neurological/ mental health groups that could meet once a month. 	FA/ SD – continue to implement the PATCHS roadshow. To start with Heston Health Centre to target Jersey and HMC.
4.	Enhanced Access (Sanam Dhaliwal) <ul style="list-style-type: none"> • Hours and services provided by GWR HUB practices – Skyways and HIYOS. Further information in PowerPoint. • These hours are accessible by all practices and slots are allocated based on list size. 	SD/FA to feedback to all practices for further feedback/ suggestions.
5.		



	<p>GWR Patient Events (Health Inequalities) (Sanam Dhaliwal)</p> <ul style="list-style-type: none"> • November 2023 events – trio of events led by GWR based at the Mosque, Mandir and Gurdwara. • Our health inequalities is Diabetes – we have a high patient population of type 2 Diabetics, usually non responders/ harder to communicate with. • By hosting these events we are hoping to help them make small lifestyle changes. • Collaborating with the council and other community healthcare providers. • Posters to be put up in practices/ schools/ pharmacies/ places of worship. <p>Patient feedback:</p> <ul style="list-style-type: none"> • Promotion of event – contact local newspapers and radio stations to get the word out. • Ensure all patients are aware – consider the language barriers/ accessibility. 	SD to liaise with AH for promotion of event.
6.	<p>Practice/ Patient General discussions</p> <ul style="list-style-type: none"> • General appointment issues – patients expressed that after COVID is it much harder to get an appointment. Issue usually gets resolved once GP appointment is available. <p>PCN feedback:</p> <ul style="list-style-type: none"> • Promoting use of PATCHs- GP will usually get back to you within 1-2 days. Less acute issues can be resolved via PATCHs. • PATCHs leaflets are available at each practice for further information on how to set this up. There is a staggered rollout as some practices more confident in the platform. However, we are all working to ensure PATCHs is successfully running in each practice. 	
7.	<p>Future of PCN PPG</p> <ul style="list-style-type: none"> • SD to send out survey to all patients that attended the PCN PPG meeting to get further feedback on the event. • Collate all feedback from surveys and discuss in next PPG meeting. • Next meeting to be virtual so all can attend as some patients cannot attend F2F meetings. To be held in January 2024. 	SD to send out patient survey (DONE)
8.	AOB	
	Next meeting – Virtual. Date TBC	