

**FRANCIS ROAD PPG  
TUESDAY 5<sup>TH</sup> APRIL 2022 @ 7PM  
MINUTES AND ACTIONS**

**Present:**

Rina Juwaheer	(RJ)	Practice Manager
Scott Prince	(SP)	Co-Chairman
Liz Cheesebrough	(LC)	Co- Chairman
Alec Forsdike	(AF)	Co- Secretary
Elena Stylianou		Practice Secretary

**Others Present:**

MB	Patient
GW	Patient
MD	Patient
RR	Patient
TI	Patient
VG	Patient

**Apologies**

Chirag Patel	Co-Secretary
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**Introduction (RJ)**

Rina introduced herself and talked about changes made to the practise.  
A PPG was started before the pandemic but this was subsequently stopped.  
We are now building a new PPG.

**Welcome (LC)**

Liz welcomed everyone and thanked them for joining and giving up their time.  
PPG is a space for serving the needs of the patients and making improvements.  
She explained that the PPG is not a space for grievances or complaints.  
Goal to build a team that is representative of its patients.  
She explained that we initially met with "Time to Care".

**Terms of Reference (SP)**

Scott went through the Terms of Reference and explained the 4 aims.

He talked about the structure and the 3 tier process.

1<sup>st</sup> level – all patients of the Francis Road practise can become member of the PPG

2<sup>nd</sup> level – All who showed a wish to be involved and participate can become a member of the PPG committee. It was suggested that this number be kept to around 35 members but we can go beyond this number so that every community can be represented.

3<sup>rd</sup> level – Committee of 4 which consists of 2 co-chairs and 2 co-secretaries.

Scott discussed the option of a virtual PPG and different times to get as many people involved as possible.

The appointed committee will initially be in place for 2 years with a review at the end of the 2 year period.

The Terms of Reference will be put on a public forum (Francis Road Practise website)

#### Complaints

The purpose of the PPG is not to investigate complaints which should be directed to the practise itself. However the PPG can discuss themes.

GDPR is controlled by the practise.

#### How to get involved

Liz discussed how people can get involved.

The committee will meet every couple of months.

Meetings to be held at least 3 times a year each lasting for about 30 minutes with additional public meetings for the wider patient base.

#### Next Steps

RJ asked if face to face sessions would be in the surgery and at what time.

SP suggested that small focus groups in person could be held at the surgery if possible but was open to suggestions. (meeting room at surgery can take a maximum of 10 people)

Hybrid meetings were suggested, this would be dependent on IT but we would try to facilitate.

#### **Action: SP to look into possibility of using a community room at Leytonstone Fire Station.**

A “drop box” was also suggested to be placed within the waiting room of the surgery.

How do people opt in?

#### **Action: All. Confirm consent to Rina and advise how they would like to be contacted.**

GW asked about meetings in other languages.

We want to make the PPG accessible to all and encourage people from all communities to join. This first meeting is just a starting point.

#### **Action: PPG committee to look into this.**

Finally everyone was asked to let the PPG know if they would like to be involved in the survey which has been requested by the practise and also availability times for future meetings.

#### **Action: All to action via e mail to surgery practice manager**

**Date of next meeting TBC**

