

Minutes of PPG Meeting at Cassidy Medical Centre

Date: [29/02/2024]

Location: Cassidy Medical Centre

Time: [16:00]

Attendees:

- Hamza (Assitant Manager)
- Sarina (Manager)
- Lila (PPG Chair Lead)
- SA
- TS

Introduction: Welcome to Cassidy Medical Centre's patient participation group (PPG) Meeting. These gatherings are crucial to provide both patients and practice staff with a platform to discuss matters of mutual interest related to patient care. Please remember that this meeting is not intended for complaints or personal issues. Its purpose is to facilitate patient involvement and suggestions for improving healthcare services.

What is a PPG? A Patient Participation Group (PPG) serves as a forum where patients, carers, and GP practice staff convene to discuss practice-related issues and enhance patient experiences. Key functions of a PPG include developing partnerships with patients, supporting health awareness and education, listening to patient feedback, and encouraging patient involvement in service improvement.

Discussion Points: During the meeting, the following topics were discussed:

1. **Team Composition:**

- The team at Cassidy Medical Centre comprises:
 - 4 GPs
 - 1 pharmacist
 - 1 physician associate
 - 1 nurse
 - 1 nurse associate
 - 1 manager
 - 1 assistant manager
 - 7 receptionists
- Serving a patient population of 11,625 individuals.

2. **Patient Feedback:**

- Various patient feedback was discussed, and measures to address and resolve concerns were outlined.

3. **Upcoming Events:**

- **Women's Health Campaign:** We are planning to involve external healthcare professionals specializing in women's health to provide informative sessions and screenings. This campaign aims to empower women with knowledge about their health and well-being.
- **Mental Health Awareness:** External mental health professionals will be joining us to conduct workshops and offer support services. This initiative aims to raise awareness about mental health issues and reduce stigma while providing resources for those in need.
- **Community Walks:** We will be organizing community walks in collaboration with local health organizations to promote physical activity and social connection among patients. These walks offer an opportunity for patients to engage in a healthy lifestyle.
- **Weight Management:** External nutritionists and fitness experts will be involved in providing guidance and support for patients interested in managing their weight effectively. This event aims to promote healthy eating habits and active lifestyles.
- **Health and Well-being Coaching Services:** We will be offering one-on-one coaching sessions with healthcare professionals to address individual health concerns and provide personalized support. This service aims to empower patients to take control of their health and well-being.

These events provide patients with access to expertise beyond the usual services offered at Cassidy Medical Centre, enhancing their overall healthcare experience. Patients are encouraged to participate actively in these events to benefit from the resources and support available.

4. **Cassidy Triage System:**

- An overview of the Cassidy Triage System was provided, emphasizing the role of the on-call duty Doctor in triaging all inquiries to ensure timely access to care.

5. **DR IQ Usage:**

- Discussion on the utilization of DR IQ, with an emphasis on providing assistance to those who require help navigating the system.

6. **Transition to HCRG Care Group:**

- Confirmation of the entire Group's transition to new ownership under the HCRG Care Group, with assurance that core commitments to patient care and service quality remain unchanged.

Acknowledgment: A special thank you to Lila Mann, our PPG Chair Lead, for her invaluable assistance in organizing and facilitating upcoming events. Lila's dedication ensures the success of our initiatives aimed at enhancing patient care and engagement.

Next Meeting: The date, time, and agenda for the next PPG meeting will be communicated to all attendees accordingly.

Adjournment: The meeting concluded at [16:30].

Respectfully submitted,

[Hamza] [Assistant Manager]