ADELAIDE PATIENT PARTICIPATION GROUP (PPG)

MINUTES

Wed 16 April 2025

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| **Present:** Belgin Bozsahin (Practice Manager )Hilary Lance (Chair)Bee ThompsonCarlie Newman Graham WilliamsJamila HeineckeJuan Schehtman Mark Agathangelou Michael Fletcher Natasha Leith-Smith Sheila Rossan   | **Not in attendance:**Cathy Katz GP  Sara Katchi Vanda Renton  |

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| **Outcome** | **Action** |
| 1. **Attendance**

 As above  |  |
| 1. **Practice update**
* Staff update. One GP (Gabbie Bathgate) is soon to be back after maternity leave. Stephanie Freedman (GP) is about to go on maternity leave. A third GP (Jas Virdi) is still on maternity leave. Dwayne will be on special leave for a few weeks .
* It was noted how hard it is for patients to get know newer GPs and their names - there are so many new faces . The names and photos on the staff board help but it be hard for many patients to see to the top of the photo board . A suggestion that newer GPs be invited to meet the PPG was welcomed but rejected as impractical and it would only reach a very small number of patients . It was agreed to explore two things in consultation with the clinical team:

1) a laminated sheet with photos and names available in the waiting room , 2) a video of each of the GPs on the new tv screen giving their names and areas of special interest or expertise if relevant .* There are two new abstract yellow-orange pictures mounted on the walls above the screens in the waiting room. They are by, and a gift, from Lionel Friedland - the architect who designed Adelaide Medical Centre. He is still alive, in his 90s, and in a care home, but still active in his art . The picture are aluminium prints and there will be mounted labels giving information about them
* The Practice recently had some dementia awareness training in order to qualify as “Dementia Friendly”. People with dementia can find it hard to navigate an environment of muted colours Use of bold bright colours helps. Hence the newly installed bright orange toilet seats.
* TV screen now working on a loop of NHS information. Practice specific topical information will be available and regularly updated
* Provision of leaflets action plan. Following a) a meeting with Belgin, Hilary, Jamila and Graham and b) discussion with Heather (Social prescriber ) Belgin has shortlisted, in consultation with staff, a rack with 12 A5 slots. This has the advantage of avoiding information overload . The PPG agreed the focus of the leaflets could focus mainly community engagement resources and sourced of related help . Jamila and Graham will monitor the racks and ensure it is up to date. Heather will let the community service providers where possible to send leaflets to us.
 | Belgin Belgin, Jamila Graham  |
| 1. **CollaboRate**

 This in an NHS England attempt to monitor the satisfaction with the quality of care received by patients with defined long term conditions [LTCs]. “By the end of Q4 (2024-25) practices are required to produce an annual end of year report that summarises the results of the collaboRATE survey, including examples of patient qualitative feedback, from the PPG discussion and what SMART (Specific, Measurable, Achievable, Realistic, and Timely) objectives they will undertake to improve shared decision-making activities in their practice.” AMC handed out 65 questionnaires and received back 26 completed - similar numbers achieved in the other practices in our PCN (Primary Care Network) . For 15 forms AMC scored highly on all three questions . [The 16th form commented on a general dissatisfaction with the NHS care and did not focus the LTC care asked about .] Given the results the PPG had no SMART objectives to suggest or comment on.The process required was cumbersome and there was a push back from GPs who will not be undertaking this exercise in the future. The LTC template will be used to obtain patient feedback with a slightly different version of the MyCaw questionnaire. Again such exercises produce no substantial result and benefits patients. |  |
| 1. **Maggie’s Centre for cancer support**

Maggie’s Centre is in the Royal Free Hospital grounds - follow the Rowland Hill Street and you will come to it . It is a striking new building which inside is light filled, welcoming , colourful, airy and relaxed with extensive information leaflets and a library . The Centre provide a very wide range of support for everyone with cancer and for the people they are close to . All their support is free.The PPG was concerned about how few people seem to know about the work of Maggie’s Centres (three in London) . We suggested that the Practice cancer noticeboard provides details , that Maggie’s leaflets are in the new leaflet rack when installed and that the Centre be an item on the agenda for the next open meeting .   | Hilary , Belgin   |
| 1. **AOB**
* Abolition of NHS England and NCL further 30% reduction in costs
* PPG awareness week 3-9 June
* NAPP (National Association of Patient Participation) . We no longer subscribe along a number of other Practices - not felt to be continued good value for money
* Steve Durbin NCL Data Protection Officer - use of London patient information to plan for the next “normal” PPG meeting and or CPPEG open meeting
* CPPEG is now reinvigorated as a valuable local resource to, and supported, by the Camden (NCL) team.
* Agreed the next evening open meeting July possible agenda items : Maggie’s Cancer support Centre. Start well : changes maternity service; Primrose Hill Community Centre; Royal Free charity
 | Hillary & Belgin  |

Next Meeting:

Normal meeting to be decided – probably towards the end of August

Evening Open meeting to be planned for in July with sufficient lead in time to ensure a good turn out.

HL/April 25