

Waiting Area A

STPETERS

St Peter's Patient Participation Group (PPG)

Sample Drop Off
Please make sure samples
is labelled correctly

St Peter's
HEALTH CENTRE

Staff only

To date Aquiles
have donated over
£18 million from
the sale of proceeds to
bring water to over 3.7
million of the world's
poorest people

Make a difference
with your donation



PPG MEETING

Date: Wednesday, 29 January 2025

Time: 6.15pm (for 6.30pm start) – 7.45pm

Agenda:

1. Welcome, introductions and role responsibilities (*Robert*).
 2. Agree the Minutes of 18 September 2024 meeting (*Robert*).
 3. St Peter's Health Centre update. (*Dr Jarvis/Julie*)
 4. a) Framework of the PPG, its aims and terms of reference. (*Robert*)
b) Confidentiality (*Dr Jarvis/Julie*)
 5. Patient Experience Survey – its importance, a draft, methods of engagement & completion (*Robert/Judi*)
 6. Forming additional Community Support Groups/Projects (*Joanne*)
 7. Fundraising (*Philip*)
 8. Split the attendees into discussion groups to discuss various possible projects and ideas
 - the best ways of getting patients to share their experiences using the Patient Experience Survey (*Robert/Judi*)
 - additional Community Groups/Projects (*Joanne*)
 - fundraising (*Philip*)
9. AOB:
Recruitment for:
- Treasurer
 - Communications Lead
 - Date for next PPG meeting



Waiting Area A

1. WELCOME to St Peter's PPG!

PPG Committee – Who are we? What do we do?

- **Chairperson** (chairs the PPG Meetings): **Robert Brown**
- **Vice Chair** (assists the chair and steps in when the chair is unavailable): **Joanne Smith**
- **Secretary** (minutes meetings and supports the administrative work of the committee): **Judi Lynn**
- **Committee Support Member** (supports the wider work of the committee): **Philip Faithfull**
- **IT and Communications Lead** (assist with the communication needs of the committee): **tbc**
- **Treasurer:** (oversees funds): **tbc**



3. St Peter's Health Centre update. (*Dr Jarvis*)

MEET *the* TEAM





Calvin Fieldhouse

Pharmacist



Asari Larry-Etah

Pharmacist



Esin Soufis-Law

Pharmacist



Grace Milledge -Smith

Health and Wellbeing Coach



Dr Astrid Harbour

F2 Doctor



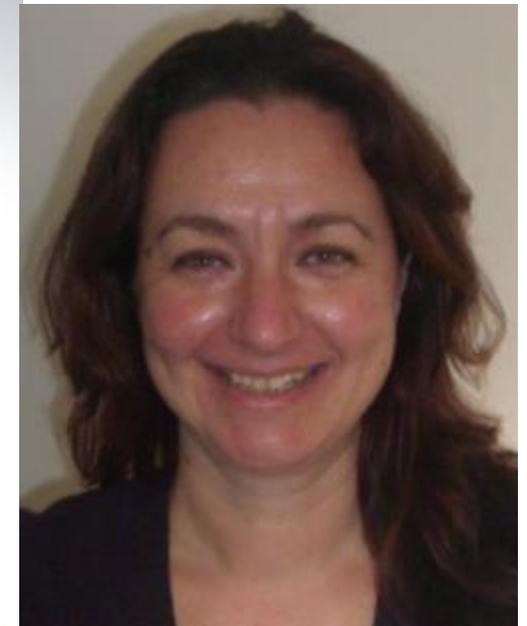
Dr Ishmit Moonga

GP



Dr Tom Stonehouse

F2 Doctor



Dr Carlie Grindey

GP



Claire Rowsell

PCA



Georgie Wells Peers

PCA

Planned increase to practice boundary

*Currently awaiting
approval from the
Integrated Care
Board (ICB)*

- **Population growth**
- **Practice growth**
- **Community needs**
- **Better utilisation of
resources**
- **Strategic partnerships**
- **Financial implications**



St. Peter's Health Centre (G81011)

Proposed contractual boundary change, Dec. 2024

- Legend
- Current contractual boundary
 - Proposed contractual boundary
 - Surgery location



**South, Central and West
Commissioning Support Unit**

scwcsu.gis@nhs.net - 10/12/2024
Created By: GA

© Crown copyright and database rights 2024
Ordnance Survey 100006031. Contains Royal Mail
data © Royal Mail copyright and database right 2024

Waiting Area A

4. Suggested Framework for PPG (Robert)



What will the PPG do?

Members of the Patient Participation Group (PPG) are volunteers who support and influence healthcare at St Peter's Health Centre by offering the patient's perspective' and acting as a 'Critical Friend'. We will be working with the health centre; to help find new ways of developing and improving services they provide.

How will the PPG be run?

PPG Management

The PPG is managed by a committee, which supports the officers, namely the Chair, Vice-Chair, Secretary, IT and Communication Lead, Treasurer and Committee Support Member. The Committee is elected at the Annual General Meeting. The Practice Manager regularly attends committee meetings together with one of the GPs. The PPG prides itself on working collaboratively with the surgery team.

PPG Committee:

- **Chairperson** (chairs the PPG Meetings): **Robert Brown**
- **Vice Chair** (assists the chair and steps in when the chair is unavailable): **Joanne Smith**
- **Secretary** (minutes meetings and supports the administrative work of the committee): **Judi Lynn**
- **Committee Support Member** (supports the wider work of the committee): **Philip Faithfull**
- **IT and Communications Lead** (assist with the communication needs of the committee): **tbc**
- **Treasurer:** (oversees funds): **tbc**

When does the PPG Meet?

- **The PPG group aims to meet three times a year to provide input and feedback into the development of services at the surgery and to discuss any related activities**
- **The Committee meets in-between to discuss with the leadership team at the practice, matters relating to the surgery, and for us to work together constructively to improve services**

The Aims and Purpose of St Peter's PPG:

- To help improve the experience of patients attending the health centre.
- To share ideas to help patients to take more responsibility for their own health and to help improve the services offered at the health centre.
- To support the health centre to organise information sessions on medical and health related topics of interests to patients.
- To develop self-help projects to meet the needs of patients and make best use of G.P. time.
- To provide a forum to ensure patients are kept informed about wider changes within the NHS and Social Care and the impact these changes within the local community.
- To act as a representative group that can be called upon to influence the local provision of health and social care.
- To improve communication through the practice website as well as through notice boards, emails, text, and social media.
- To raise funds to enable the health centre to purchase equipment for patients that are not normally funded by the NHS and support and improve the work of the health centre.
- To liaise with other PPG groups and interested parties to increase awareness of developments and how these will impact and improve service.

What St Peter's PPG will not do:

The PPG will not deal with personal medical issues or complaints, as there are already well-established procedures that deal with these already in place.

Confidentiality

When a patient shares personal information about themselves during PPG meetings e.g. about their own health issues; what is said must be kept in the room and must not be talked about outside of the meeting.

It is like when you talk to your G.P. you would not expect them to go into the waiting room and share what you have discussed with everyone sitting in there! You would not like that, so, we must always remember what is said in the room stays in the room.

Doctor Becky Jarvis will now give you an overview of the health centre's confidentiality rules.

What is Confidentiality?

Confidentiality means keeping private information private.

- **NHS staff must protect patient information and not share it with others unless it's necessary.**
- **This helps patients feel safe to talk about their health.**

Examples of patient information we keep private:

- **Names, addresses, and phone numbers.**
- **Health problems and treatments.**
- **Anything patients tell us about their lives.**

Why is confidentiality important?

- **It builds trust between patients and NHS staff.**
- **It keeps personal information safe.**



What Can NHS Staff Say – And What Can't They?

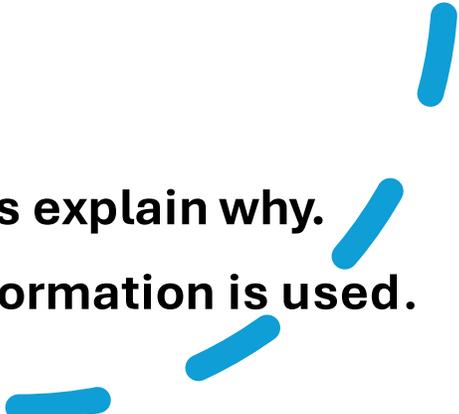
What NHS staff CAN share (only when necessary):

- **Relevant information with other NHS staff to provide the best care (e.g., doctors, nurses).**
- **If the law says we must share information (e.g., to protect someone from serious harm).**

What NHS staff CANNOT share:

- **Talking about patients with friends or family without permission.**
- **Sharing patient information on social media.**
- **Gossiping about patients with anyone.**

Remember:

- **If we need to share information, we always explain why.**
 - **Patients have a right to know how their information is used.**
- 

What Are Chatham House Rules?

Chatham House Rules are about creating a safe space for open discussion

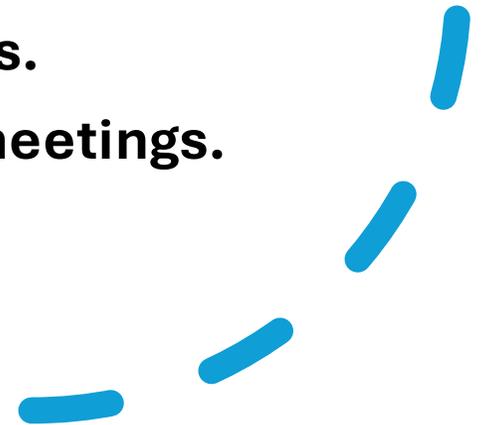
When these rules are used in a meeting, people can share ideas freely without fear of being identified.

The Rule:

You can use the information shared in the meeting, but you cannot say who said it or where you heard it.

Why are these rules important?

- **They encourage honest conversations.**
- **They help build trust and respect in meetings.**



5. Patient Experience Survey – its importance, a draft, methods of engagement & completion (*Robert/Judi*)



6. Community Support Groups/Projects (Joanne)



Not sure
This
and this
yes
but...
better
well

ACCESSIBLE, RESPECTFUL
& CONFIDENTIAL SPACE

OPEN TO ALL REGARDLESS
OF AGE OR GENDER

MENOPAUSE
cafe

NO INTENTION OF LEADING
TO ANY CONCLUSION, PRODUCT
OR COURSE OF ACTION

NOT FOR PROFIT

©Claire Mills @listenthinkdraw

The graphic features a central light blue circle with the text "MENOPAUSE cafe" and a purple phoenix logo. Surrounding this are four grey circles containing icons and text: top-left (speech bubbles), top-right (diverse figures), bottom-left (teacup with hearts), and bottom-right (raised hands).

7. Fundraising (*Phillip*)



8. Discussion groups and Feedback

Discussion groups - to discuss various possible projects and ideas
(All)

- the best ways of getting patients to share their experiences using the **Patient Experience Survey** (Robert/Judi)
- additional **Community Groups/Projects** (Joanne)
- **Fundraising** (Philip)



9. AOB

- **Recruitment for:**
 - **Treasurer**
 - **Communications Lead**
 - **Date for next PPG meeting**

