

## **BOUNDARY HOUSE MEDICAL CENTRE**

### **PATIENT PARTICIPATION GROUP**

**18 JUNE 2018 at 6.30 PM**

**Chair:** Dr MZ Goga

**Minutes:** Jane O'Neill

The meeting was well attended by 32 patients.

Dr Goga welcomed the patients to the meeting and explained the rationale of the Patient Participation group. He described how well the Boundary House Walking Group had taken off and this has now dominoed across Trafford. Dr Burke, a GP here at Boundary House, set up the group and has since won an award. This was all off the back of an idea.

Discussion was held regarding virtual meetings versus face to face meetings, a Facebook page was suggested, a What's app group and an e-mail group.

There were also discussions around the local community and how the group could help to tackle real community needs such as loneliness, homelessness, starvation etc. One idea was raising funds for a defibrillator for the local community. Another was visiting/telephoning lonely patients.

MZG informed the meeting that he will be chairing a joint meeting at Firsway Medical Centre on the 24 July at 2pm to discuss regional/Trafford wide PPG unified approach and invited the members along.

MZG went on to explain that Boundary House Medical Centre would ideally like a working group to take ownership and tell us how we are doing and how we can do it better.

EH suggested the group split up into sub groups to throw ideas out and the results of this are attached to the minutes.

It was discussed that some patients struggle to hear when the GPs are calling them and that a calling screen may be useful. It was also mentioned that a Mental Health First Aider would be helpful to deal with distressed/agitated patients.

Eight members of the group came forward to show their interest

Joanne Jones, Erica Howard, Sheila Rawcliffe, Marilyn Chapman, Julie Reid, Elaine McLoughlin, John Jones and William Joughin.

The Working Group members will hold a meeting prior to the joint meeting at Firsway Health Centre. This will be held at Boundary House Medical Centre (date and time to be confirmed).