

# Chorleywood Health Centre

## Patient Group Meeting

24.08.23

Minutes

Venu: Chorleywood Health Centre

Present JY, MB, JF

1.	<ul style="list-style-type: none"><li>• Introductions and sharing of previous and reason for interests in the patient group.</li></ul>
2.	<p>Discussion about history of patient groups at Chorleywood and shortcomings</p> <ul style="list-style-type: none"><li>• Patient Education Meetings – every few months</li><li>• Village Day</li><li>• Website – patient feedback</li><li>• Questionnaires</li><li>• Friends and Family</li><li>• GP Survey results</li><li>• Feedback box</li><li>• Current Practice Improvement Program</li></ul>
3.	<p>Discussion had about Aim of the Group</p> <ul style="list-style-type: none"><li>• Communications</li><li>• Support</li><li>• Equality of Access</li><li>• Patient Engagement</li><li>• Co-Design of Services</li><li>• Community Networking</li><li>• Use of Volunteers<ul style="list-style-type: none"><li>○ To help – foot soldiers<ul style="list-style-type: none"><li>▪ Skills</li><li>▪ Spreading the word</li><li>▪ Need to identify areas.</li></ul></li></ul></li></ul>
4.	<p>Draft terms of Reference Provided</p> <p>Membership Model</p> <ul style="list-style-type: none"><li>• Selective membership</li><li>• Universal Membership</li></ul> <p>Operating model</p> <ul style="list-style-type: none"><li>• Face to Face</li><li>• Teams</li><li>• Newsletter</li></ul> <p>Patient Group – Measures of Success</p> <ul style="list-style-type: none"><li>• Agree Key Performance Indicators</li><li>• Open Governance</li><li>• Engaging Content</li></ul> <p>Patient Group – Measures of Success</p>

	<ul style="list-style-type: none"> <li>• <b>Agree Key Performance Indicators</b></li> <li>• <b>Open Governance</b></li> <li>• <b>Engaging Content</b></li> <li>• <b>Reach</b></li> </ul>
5.	<p><b>Next Steps</b></p> <ul style="list-style-type: none"> <li>• <b>To review Terms of Reference – feedback via email / written – 22<sup>nd</sup> September 23 - ALL</b></li> <li>• <b>Identify up to ten other interested patients - JF.</b></li> <li>• <b>Organise a meeting where CHC will present current practice priorities for discussion – Target W/E 6<sup>th</sup> October 23</b> <ul style="list-style-type: none"> <li>○ <b>Group to provide feedback.</b></li> <li>○ <b>Agree areas for patient group support / working.</b></li> </ul> </li> </ul>