

ARRIVAL PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of Meeting Wednesday 18th April 2018

Present: Vikki, Ruth, Zacaria, Sherry, Gehan, Kaz, Ali, Carine, Ovuau, Cath and Steve.

Apologies: Sidra, Belal, Rudina, Chimwemwe, Riada, Solafa.

1. Welcome & introductions.
2. A very informative and interesting talk from Jill and Karen from **Healthwatch Stockton on Tees**.

Healthwatch is an independent patient voice organisation that gathers the views and experiences of patients, carers and the public about local health and social care services. They carry out investigations and produce reports with recommendations for improvement.

They have an Executive Board which is made up of volunteers who have a passion for helping to improve health and social care services for the local community.

Healthwatch can also:

- Signpost people to local health and social care services - GP, dentist etc
- Support people who need help
- Inform people about what they can do when things go wrong
- Tell people where they can make a complaint and find help to do this
- Ensure people's voices are heard

If you would like more information about Healthwatch Stockton on Tees please look at the PPG board in the reception area at Arrival Practice or contact:

Email: healthwatchstockton@pcp.uk.net or jill.edemenson@pcp.uk.net

General telephone: 01642 688312

Information and signposting query: Freephone 0808 172 9559

Post: Healthwatch Stockton-on-Tees

Catalyst House, 27 Yarm Road, Stockton-on-Tees. TS18 3NJ

Website: www.healthstocktonontees.co.uk

Jill and Karen were very interested to hear about Arrival Practice. Vikki explained that Arrival is a very different kind of GP Practice in that many of our patients are asylum seekers and refugees and that the services at Arrival Practice go far beyond medical care. It was very heart warming to hear some really positive feedback from various patients and members of the PPG about Arrival Practice - some of the comments included:

- Everyone is made to feel welcome at Arrival Practice
- Arrival feels like a family
- All staff, from reception to practitioners try to do their best to help
- It is a friendly practice with no barriers

Ali asked Jill and Karen about feedback to dentists. We had a discussion about dentists and the terminology they use and how it would be better for the patients if they would use a language that would be easier for all of us to understand.

3. Fundraising updates.

- The Easter Raffle raised £40 which will go to the PPG
- The car boot sale is planned for Sunday 24th June at Redcar. Please bring any donations to Arrival Practice before that date.
- Vikki explained that we have applied to Tesco to be one of their charities for the blue tokens in store. We are still waiting for more information. Vikki will make enquiries to make a similar application with Asda.
- There will a meeting specifically for the Arrival Cookbook on Thursday 3rd May at 4.30pm at Arrival Practice. Please feel free to join us if you would like to become involved with the production of the cookbook.

4. Date of next PPG meeting - **Tuesday 3rd July at 1pm**