

**Wandsworth Medical Centre
Patient Participation Group (PPG) Meeting Minutes
Wednesday 22 May 2019**

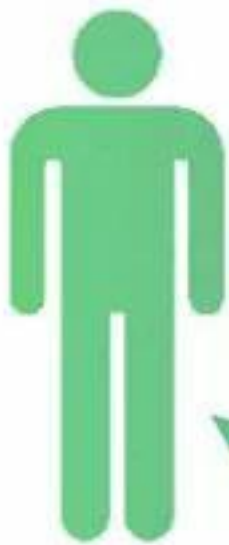
1.	Introduction and Welcome	AM
1.1	Attendees: Dr Aryan Jogiya (AJ) – GP Partner, Arleta Morgiel (AM) – Practice Manager, 15 patient representatives Apologies: 2 patient representatives	
1.2	Minutes and issues raised in the last PPG meeting held on 21 January 2019	
2.	Hidden Disability – Presentation Interactive discussion around the table about hidden disability. Topic presented by one of our patients. Interested points discussed. Please find a copy of the summary of the presentation attached.	DM
3.	CQC Inspection 20 March 2019 Report. Not covered due to time limits.	AM
4.	The Practice updates Not covered due to time limits.	AM
5.	Friends and Family feedback I. Good overall score 82% - 92%, average 88.6% As part of the NHS England requirement, the surgery continues to carry out the Friends and Family Survey. Over the last 3 months, there have been 578 responses with 90.6% of people saying that they are either 'Likely' or 'Extremely Likely' to recommend the surgery to their family or friends. February, March and April reports available. II. Things to improve and feedback from patients An error with a prescription, impolite receptionist, failing to deal with a condition in a timely manner III. Table discussion	AM
6.		AM

	<ul style="list-style-type: none">I. AOBII. Next meeting SeptemberIII. Primary Care at Scale	
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Hidden Disabilities Talk May 2019

Not all disabilities

look like this



Some disabilities

look like this



grumpy littles

What Are Some Common Hidden Disabilities?

Epilepsy

Diabetes

Chronic Fatigue Syndrome

Colour-blindness

HIV/AIDS

Schizophrenia and anxiety disorders

What do Hidden Disabilities have in common?

- Unable to “see” the disability.
- No “visible” supports to indicate disability like canes, wheelchairs, use of sign language.
- It is a permanent disability they cope with daily.
- The disability may be managed through medication or behaviour.
- It needs to be a documented disability to receive reasonable accommodations.
- The person has physical, mental or emotional pain.

Challenges for a person with a hidden disability. They may:

- not know or think they have a disability.
- not have been diagnosed.
- not know what they need.
- know what they need but are unable to articulate it.
- often feel misunderstood or may feel ignored, not believed.
- suspect something’s wrong, but not know what it is or how to fix it.

Medical views linked to hidden disabilities:

- short or long term?
- stable or progressive?
- constant or unpredictable and fluctuating?
- control with medication or untreatable?