



Patient Participation Group

Turkish-speaking patients meeting

Agenda (Gundem)

Saturday 21st March 2015

Cumartesi 21 Mart 2015

Introduction - 1:00PM

(Tanitim -1:00PM)

- **Presentation about the practice**
(Uygulama hakkında tanitim)
- **Analysis & Illnesses within the Turkish speaking population**
(Türkçe konuşan nüfus içinde • Analiz ve Hastalıklar)
- **Staff -Jasmin Tosunlar Turkish health officer and qualified dietician**
(Personel -Jasmin Tosunlar Türk sağlık memuru ve nitelikli diyetisyen)
- **Presentation about practice population and Turkish speaking population**
(uygulama ve Türkçe konuşan nüfus hakkında Sunum)
- **KPIs**
- **Question & Answers**
(Sorular ve Cevaplar)
- **Name and numbers who are willing to interact with us on a regular basis**
(Ad/soyadi ve düzenli olarak bizimle etkileşime hazır hastaların numaraları)

Conclusion - 2:00PM

Minutes

The practice welcomed the participants in English and Turkish, and apologised for the lack of space as twice as many attended as was originally anticipated.

Dr Siva, together with Jasmine translating, began with presenting a history of the practice.

He gave a breakdown of the ethnic profile and disease burden of the practice population. We elaborated on how we have become more pro-active and invited them to become partners in this.

Dr Siva and Dr Athee then introduced the role of Jasmine as Turkish Health Officer for the practice. We informed them of her background as a trained health officer and her special qualification in diet and nutrition with certification. We explained that she will represent a direct point of access for Turkish patients, and can provide assistance as interpreter during consultations, liaise with them on medications, and help patients with routine checks in our Self Help Corner.

We engaged them in live discussion about health and culture, with a focus on the impact of diet on disease processes. Special emphasis was placed on diabetes, hypertension, hyperlipidaemia and kidney disease. The Turkish patients volunteered the information that kidney stones were particularly common among their kinsfolk and therefore always a health concern for themselves.

We shared their thoughts on the priorities among Key Performance Indicators (KPIs). We also explored how we could engage with them on their health issues in their own language through the Health Officer.

For patients who are at high risk of unplanned admissions, we advised them that the practice now equips them with a hotline number [07503742660] for seeking urgent advice for any concerns that may suddenly arise.

The forum was then open for questions and answers to clarify various aspects. The facilitators went around the group to ensure everyone had the opportunity to voice his or her queries.

Everyone expressed his satisfaction and agreed this is a useful and helpful forum, which can be re-convened at half yearly intervals.

21 March 2015