

## **Patient Participation Group**

**Thursday 16<sup>th</sup> March 2017**

### **Summary of Meeting held at Parkview Surgery**

#### **Present**

**Mrs Suman Bahra (Practice Manager)**

**Victor (Admin)**

**Kathy (Receptionist)**

#### **PPG Members:**

**Oswald Folkes**

**Leila Persaud**

**Thoai Nguyen**

**Shirley Lench**

**Alex Stewart**

#### **Apologies**

#### **Welcome**

Suman welcomed the PPG members and opened the meeting. Unfortunately only 1 of the 3 members that attended the last meeting attended this meeting.

The last minutes of the meeting and the actions highlighted from the previous meeting were discussed:

## **Actions From the last meeting:**

### **Appointments**

- We now have more appointments available to which Leila agreed and we also showed the PPG group that we had zero wait for appointments, we also showed them the past week appointments and the coming week and showed them the availability, PPG was very pleased with this.

### **Online Services**

- A step by step guide had been created by Victor and he demonstrated this to the PPG group. Leila mentioned that not everyone can use computers and it is not right that we are pushed towards to use the online services, Suman explained that you don't have use the service and we want to encourage those who do like using computers and this way if they can do a lot online like making appointments, requesting prescription, this will save patients calling the telephone which should ease the pressure of on the phones, which means you will get through easily.

### **PPG**

- A sign was put in the waiting area and advertised on the website of the meeting and we will continue to do this and promote where we can.
- Alex suggested evening PPG's for working people to encourage more members to join, Shirley said that it will be hard to cover everyone's wishes and base it on demand, which we all agreed to. A phone call would be helpful to remind the PPG that there is a meeting would be helpful, we agreed that will ring the PPG members to remind them about the next upcoming meeting.

## **PPG Questions**

- Oswald asked about how to book appointment (different ways) we showed the patients the tutorial
- Oswald asked if we can sustain appointments until next winter, we reassured them that Locums will be recruited if the demand is there and that we are looking for a long term GP.
- Oswald asked about Nurse and HCA role – Suman explained what they could do and the services they provide. The HCA will be trained to become a nurse associate, as this is a new role piloted in Lewisham we were lucky to be 1 of the 5 in the pilot scheme. Once the training is complete which will be over two years, we will be the first to have nurse associate nationally.
- Alex asked if we do phlebotomy – Suman informed everyone that we provide this.
- Thoai asked about text messages with regards to blood and Victor explained that unless you are asked to contact the doctors, you do not need to do anything. Victor also explained that we received them from UHL the Doctor then looks at them and we send a text message for each result.
- Thoai asked can a patient move out of the area but still be registered here. Was informed him yes but we won't be able to offer home visit.
- Leila commented on toilet roll stock and that there is always a shortage when she comes, Suman said that they had tried keeping an extra in the toilets but unfortunately it was stolen, so we have started to keep stock of toilet rolls with reception and regular checks are to be made by the reception.

### **Other business**

- Suman informed the PPG about the Neighbourhood PPG. Leila and Shirley were interested in attending and will let us know later and Thoai said he would attend.

Minutes from the last meeting, minutes from today's meeting along with the survey results will be available on our website from 31.3.17, should you require a hard copy, I will be happy to give you one.

Please have a look at the survey results and we will discuss the outcomes in our next meeting.

**Meeting closed.**

**Date of next meeting to be May 2017.**