

PPG (PATIENT PARTICIPATION GROUP MEETING)

AGENDA ITEM	DISCUSSION	ACTION	ACTION BY
Present	MP, SL, ER, HT, AK, GH, NE, CF, HGA, BOB		
	<p>Comments/Observations from the group:</p> <ul style="list-style-type: none"> • The group wants SMS reminders regarding PPG Meeting to be sent once and one week prior to the meeting. (Communication with Patients) • The group want information regarding the next PPG Meeting to be placed on the notice board along with the minutes of the meeting. These to go on our website also. • The group queried about repeat prescription slips never being available for patients to request for repeat medications. 	<p>Mehul will send SMS reminders to PPG members once and one week prior to the meeting.</p> <p>Mehul will email Devon to put up PPG meeting minutes and information regarding the next PPG Meeting on our website.</p> <p>Mehul will put up PPG meeting minutes and information regarding the next PPG Meeting on the notice board.</p> <p>Serena will address this issue with Faraz.</p>	<p>MP</p> <p>MP</p> <p>SL and FA</p>

	<ul style="list-style-type: none"> • The group want to have 2 admin staff members in the reception at all times dealing with front desk queries only and not picking up the phone. This is due to lengthy queuing time. • The group is saying that only one admin staff member is at reception all the time. <ul style="list-style-type: none"> • The group queried about whether we had a lift for disabled patients. <ul style="list-style-type: none"> • Ed discussed to the PPG Members about a PPG network event on 30th June organised by the Healthwatch. 	<p>Serena will address this issue with Faraz.</p> <p>Serena explained to the PPG Members that we do have a lift for disabled patients and told them where it is in the Surgery.</p> <p>Barbara and Adam have offered to represent the PPG at the Borough wide meeting organised by Healthwatch on 30th June. Olivia will meet their expenses.</p> <p>Harriet was going to attend the meeting also but unfortunately she can't. She informed Mehul on 17th June.</p>	<p>SL and FA</p> <p>SL</p> <p>AK and BOB will report back to the PPG group at our next meeting.</p>
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	<ul style="list-style-type: none"> • Ed discussed to the PPG Members about producing a video which reflects the aims and purposes of patient participation through a PPG. • Ed also spoke to the PPG Members about covering one or two issues which patients felt were important e.g. using emergency care service well. • Serena’s email address is: serena.ledger@nhs.net (Serena – Assistant Practice Manager) <ul style="list-style-type: none"> • Ed discussed to the PPG Members about a small poster inviting patients to contribute ideas for the video to be put up on the patient participation notice board. • Serena discussed to the PPG Members about setting up a PPG email group about ideas and general enquiries that may have regarding the surgery. • Ed discussed to the PPG Members about inviting colleagues from Depression Alliance to present a short talk at our July PPG meeting. 	<p>Omar, Me, Serena and Adam will produce a video which reflects the aims and purposes of patient participation through a PPG.</p> <p>Patients are to be invited to send any ideas for inclusion in the video to Serena.</p> <p>Serena to invite Omar about this video.</p> <p>Serena will produce a small poster inviting patients to contribute ideas for the video.</p> <p>Serena will set up a PPG email group for PPG Members.</p> <p>Serena will invite colleagues from Depression Alliance to present a short talk at our next PPG Meeting on Monday 27th July at 6pm at Kings Road Medical Centre.</p>	<p>Omar, MP, SL, AK and PPG Members</p> <p>SL</p> <p>SL</p> <p>SL and ER</p>
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	<p>done by Josephine Masaba (Smoking Specialist)</p> <ol style="list-style-type: none">5. We have Sarah Bangura, senior nurse, who can do blood tests also.6. We have 3 Healthcare Assistants in the Practice.7. You can book appointments 6 weeks advance via phone and online. Maximum 3 appointments can be booked by patients via online.		

Next Patient Participation Group Meeting is on:

Date: Monday 27th July 2015

Time: 6pm – 7pm

Location: Kings Road Medical Centre