

MEETING NOTES

P.P.G. Meeting Minutes

14th December 2015, 12:00-1.00pm Location: Seminar Room @ The Surgery.

Initial	Present	Initial	Apologies
ML	Marlene Lambeth	KR	Keeley Ryder
HBR	Dr Richardson	JN	Jacqueline Nicholls
LOS	Lisa O'Sullivan	JT	Janet Taylor
JE	Jane Emery		
JH	Janet Hammond		
TJ	Trudie Jones		
PB	Peter Burt		

Item	Notes	Action
	Minutes from last meeting – 3.08.2015.	
1.0	<p>ML Friends and Family Test – KR – Feedback on FFT/General Feedback.</p> <p>FFT Figures – Extremely likely – 18 Likely – 19 Neither likely or unlikely – 0 Unlikely – 1 Extremely unlikely – 1 Don't know – 0</p> <p>Keeley would like to let you know that she has taken on board your comments regarding the prescriptions desk and feels it is a good idea. However, there is a lot of administration behind the scenes which both the reception and the admin team need to do in order to ensure clinics/referrals/immunisations etc which are done to ensure good health for patients plus following what CQC want us to do. Keeley is looking at the reception as a whole including phone answering but needs to ensure the team is efficient and effective as possible. We have stripped away any unnecessary admin, so are considering the best use of the admin/reception team in the current funding restraints and ensuring the hidden admin is done whilst balancing the front facing needs of patients.</p> <p>Toilets – Keeley is keeping an eye on the toilets, and will produce a sign to ask people to inform reception if they are concerned. We have been having a problem with people stealing the toilet roll including from the locked dispensers which they are able to open!</p>	<p>Janet Hammond also kindly spent a morning here at the surgery giving the leaflets out. Janet advised that the majority of patients she spoke to felt that we are a fantastic surgery who provides a wonderful service.</p> <p>ML enquired if it would be possible for the surgery to do a patient Text Survey i.e. a patient would receive a text message once they had left their appointment to ask how well do they think we did? Text reply 1 for poor 10 for excellent etc? HBR advised that we will look into it.</p>
1.1	ML is pleased to announce that the Dementia Ward at New Cross Hospital has undergone a review, just had its 5 th Year Anniversary and is no longer under threat!	Discussed
1.2	ML & JE advised that the 'Singing for Lungs' is continuing at the Light House.	Noted

THORNLEY STREET SURGERY

1.3	<p>Macmillan Coffee Morning- ML advised that she sent the money off, but there had been a slight mix up on the Charity's part, however when Marlene telephoned them, they confirmed payment received of £78.05.</p>	Thank you to everyone who participated in raising £78.05 for Macmillan.
1.0	<p>Agenda Items for today: Query from Janet Taylor – PPG member.</p> <p>Q1. How do patients engage if they cannot attend the PPG meeting Date?</p> <p>Q.2 Is it at all possible looking at alternating the meeting to 2 different dates/times instead of the usual 12noon on Mondays? Maybe Tues-Fridays evenings/late afternoon?</p>	<p>Q1. ML advised to contact her via telephone/ send an email to: WOLCCG.ThornleyStreetPatients@nhs.net</p> <p>Q2. Discussion took place and agreed to keep to Mondays as the original plan, due to the surgeries availability plus the PPGs wish for Dr Richardson to be in attendance. LOS will forward a copy of the minutes for Mrs Taylor.</p>
2.0	<p>Pam Bhogal from the Beth Johnson Foundation, Macmillan Cancer Support, would like to come in and speak/introduce their service to the PPG Members, would you like to invite her to your next PPG Meeting?</p>	Discussion held – Yes, the PPG would like to invite Pam Bhogal to the next PPG meeting on the 15 th February 2016. LOS will arrange.
AOB	<p>ML – Expressed some concern regards the GP Modules of care for the future and the opening of 'HUBS' within 3 areas.</p> <p>LOS on behalf of the surgery.</p> <ul style="list-style-type: none"> - If the group have any positive feedback about us kindly could they note it on NHS Choices. - Patient Online Access, next stage soon, would you mind if we email you to trial it etc? - CQC will be out to Inspect the Surgery very shortly, can I confirm that the Group are still happy for me to give The Care Quality Commission your names and contact you when we know the date of the visit and if possible for any of the PPG to be present on the day of the visit? - Just for info, we have applied for funding to produce Advice Leaflets for non-English speaking patients. - Just for info, we have applied for funding for a Television for the waiting room. <p>JE – Asked the PPG when are we going to organise the Raffle for the paintings that Mr Burt kindly donated? Can anyone think of something for the surgery? General discussion took place, and decided to feedback at the February meeting with any suggestions.</p>	<p>HBR advised that this is still at the speculative stage and there has been nothing formal agreed.</p> <p>All agreed.</p> <p>All agreed.</p> <p>All agreed.</p> <p>All agreed, will aim to draw the raffle at Easter-time.</p>
	<p>ML – Thanked everyone for attending. The next meeting will be held on 15.02.2016 12noon.</p>	