

Meeting of the South Lewisham Patient Participation Group

Held on Thursday 4th August 2016

The meeting opened at 2.15.

1. Welcome and Apologies

Present: AC – Chair. CB – Secretary. DL. Practice Manager. DB Customer Service Officer. EAR. GG. DC. EW.

Apologies. DF

Absent: RL

RJ apologised and arrived late owing to prior meeting however DL was given updates for his action points.

2. Introduction

Ac welcomed DB to our committee informed us that she would be working with PPG and helping where possible. She also explained that she was working with DB on updating the PPG side of the surgery website. DB then told us a little about herself and what she would be doing.

3. Action points updates from meeting 12.5.16

- a. **Ad via Mjog;** - DL said patients over 16 were sent invites to join PPG.
 - b. **Newsletter item from GPs;** - Dr RJ said difficult for GPs currently due to pressure of work.AC said had article from Dr HB.
 - c. **PPG logo;** - Dr RJ said meeting on this had to be cancelled have been asked for another date.
 - d. **VAL membership;** - CB said VAL are in process of moving hence delays. Agreed by all that we join. AC passed copy membership form to DL who said and DL said surgery would enrol PPG for one year and see if things work out satisfactorily.
 - e. **Surgery website;** - AC said and DB had met to discuss changes and now awaiting website update consent from surgery following suggested changes.
 - f. **Photographs;** - CB apologised for being unable to arrange. DL said was liaising with a gentleman willing to do photos and arrangements being made for this to be carried out.
 - g. **Aide memoir for patients;** - RJ said GPs very reluctant to do this as thought could create problems so request not taken up.
 - h. **Phlebotomy Department posters;** - Ac pointed out some posters taken down & area looked tidier. DL said Phlebotomy staff not in agreement about the changing of the department posters etc. so will try again at a later date.
 - i. **Waiting area seating;** - DL said new cleaners now and to arrange seating changes in conjunction with NHS Services. She also said chair positions need careful considering as patients will also need to see screen.
 - j. **Skype;** - RJ and DL to liaise re Skype. 12 doctors asked if would use if set up and 3 agreed. Ongoing.
 - k. **AC meeting with CCG;** - AC said a meeting took place with Dorothy Muir (DM) from Lewisham CCG as they are very interested in how we work and what we do. DM has asked AC to do a presentation on it at the next Neighbourhood 3 PPG meeting.
 - l. **PPG stall for PPG week;**- AC said unfortunately no one from PPG committee could man a stall that week
 - m. **Phoenix hall hire;** - DL said the GPs considered the costs and decided that as would not be specifically for SLGP patients the hire of either hall was too expensive. AC asked if all meeting attendees agreed.
- Unanimous vote

4. Annual Market Place.

AC put forward that now the daily Market Stallholders were building up that we should now consider not holding an annual event. She said that in view of the result of the hall hire research, amount of work involved in setting up and lack of visitors to our Annual Market Place PPG she felt it no longer needed to hold the annual event. Many of the stall holders attending annually now come to the surgery each week and AC regularly advertises our initiative and emails possible stallholders. A short discussion ensued and a vote to discontinue the annual event taken and unanimously agreed.

DL said there is to be a new TV screen to replace the one currently on the wall in the waiting area at the surgery. This screen will be owned and controlled by surgery who will be posting items onto it for patients. Stall holders will be asked if they would like to advertise and the diary of stallholders each month included. All thought a good idea.

5. Surgery waiting area and banners.

AC asked if the large posters in surgery waiting area had made a difference and DL said had a large positive impact in the on line services. DL and members thanked AC for arranging poster printing. Further poster re long term condition awaiting hanging.

6 Surgery Website

AC asked DL/DB if the PPG membership forms on the website could be completed & sent on line as felt would get more members that way. To be looked into. DL said surgery was looking into setting up a new website which would hopefully be more user friendly.

7 GP PPG member training

DL said there are to be more PPG training courses arranged by NHS England Programmes if anyone would be interested. Short discussion ensued and all agreed attendance would depend on where, when and cost.

8 AC asked, once again, for contributions to the newsletter and it is hopeful that these will be forthcoming.

9. **AOB**

Ac asked how the pc in reception for patients use has been received. DC said would use if someone could show him how. DL said was looking at doing a 'Come and learn to use' workshop to show patients and several members offered to come and help with this when days and times arranged.

CB said Lewisham committed to "saving" 4.6 million by cutting three sections of the health care facilities. On line public consultations going out but not widely known about although has networked asking people to complete the consultation survey, as has AC. Full details are available on request.

The chair thanked everyone for attending and the meeting finished at 3.20.

The date for the next meeting and any updates will be circulated as soon as possible.

ACTION POINTS

- a. VAL - DL to enrol PPG for one year.
- b. Website - AC to report on suggested changes to PPG section.

DB to obtain consent on changes from surgery and amend website accordingly.

- c. Photos** - DL to make arrangements for GP & staff photos for waiting room/website etc.
- d. Seating** - DL to arrange seating changes in waiting area in conjunction with NHS Services
- e. Skype** - RJ and DL to liaise re Skype
- f. Screen** - DL to provide update on replacement screen and its use.
- g. On line** - DL/DB to look into possibility of patients completing PPG membership form on line via website.
- h. New website** - DL update re possible new website
- i. Newsletter** - ALL to look out for items of interest to patients, & pass on items to AC
- j. Patients PC** - DL to arrange a 'Come and learn to use' workshop to show patients
- k. Public NHS Consultation surveys** - *ALL members please try to complete and return.*