

## PATIENT PARTICIPATION GROUP

### Committee meeting 12<sup>th</sup> May 2016 at South Lewisham Group Practice

*NB: Highlighted sections are for new action points*

**PRESENT:** AC (Chair), CB (Sec): DL (Practice Manager): Dr RJ: GG: EAR: DC:

**APOLOGIES:** EW: RL:

**ABSENT:** DF

1. Welcome and apologies.
2. Updates on action points from meeting 28.1.16:-
  - a)b) & c) AC said Revised Mission Statement completed, agreed by committee and now on surgery website. Application form also completed and approved, on website and copies in surgery waiting room.
  - d) DL said prescription ad for new members completed. **To look into an ad on Mjog.**
  - e) AC said has asked 'Active Lifestyles' stallholder if could add another day at the surgery as lot of interest from patients but they don't have enough resources currently.
  - f) Ac said no articles forthcoming for PPG newsletter. **Dr RJ to ask GP to contribute for future.**
  - g) Dr RJ said due to changes with neighbourhoods surgeries set up thought good idea to incorporate that new logo into our logo to show link. **Discussed & agreed & Dr RJ to take further.**
  - h) **AC said not done and CB agreed now to arrange our membership to VAL**
  - i) DL said Receptionist Deepti Bhalla has now been appointed Customer Liaison. Deepti will keep website updated, assist PPG where possible and will attend future meetings. Could not attend this meeting as on leave. DL suggested that AC and DB meet to go through website to see where changes could be made and all thought good idea. **Ac to arrange.**
  - j) Dr RJ said partners did not agree a new website so we must continue with current one.
  - k) Dr RJ and DL get consent from GPs and staff to display photos with a resume of their specialities. **CB to arrange a photographer.**
  - l) Dr RJ suggested that it would be better for a GP to set out an 'Aide Memoir' for patients when seeing a GP and agreed to arrange.
  - m) DL said had arranged for new posters put up in blood test area (which should be the responsibility of that unit), but unit had left old ones up too, **so will liaise with them to them removed and area**
  - n) DL said had set out a trial for seating with help from AC, DC, and GG with 1 section having chairs around small tables, which seemed popular with patients there at time. Unfortunately cleaners put them back as were. Dr RJ said some GPS have patients backs to them when calling in which is not good. DL said the TV screen was to be removed so patients need not be facing that wall. AC said stallholders feel a bit intimidated as they have to face patients and would prefer a more relaxed layout. **DL said she will to liaise with cleaners on new layout .**
  - o) **SKYPE RJ/DL to liaise to set up** RJ happy to use this facility which will be done through Computers.
3. Update on prescription services and appointment changes  
DL said more Patients are nominating their preferred place of prescription and signing up for on line service resulting in a large reduction in telephone calls. CB informed the group about a private agency checking prescriptions. If a patient is entitled to free prescriptions, then they must ensure that their exemption card to cover that exemption is up to date or fines will be imposed.
4. Update on surgery alteration  
DL said looking, hopefully, for funding to be finalised and NHS priority services will look into matters but also have Lease

issue to be dealt with. All agreed that it was wasteful to have the old nursery space left vacant when it could be utilised for the surgery.

5. Neighbourhood PPG meeting

AC said along with DL & GG informed the group that they attended the first Neighbourhood 3 PPG meeting/workshop, outlined the meeting contents. They said they were surprised at what little help or attention some surgeries give to their PPGs. Dorothy Muir from the Lewisham CCG said she would be looking into this problem. AC said had been asked to provide a presentation at the next Neighbourhood PPG meeting, which should be about June 2016, on how our PPG is run as we are way ahead of others. AC said that she was to arrange a meeting with DM to discuss how we work and the presentation.

6. Surgery waiting area – see also action point update c)

DL said the carpet in the corridor to be replaced with wooden flooring as it the area has now become a trip hazard. EW asked if the BP machine could be re-sited as she found it rather off putting being watched by patients in the waiting area and hard to relax before using the machine. General discussion about re-siting and the security of the machine and may not be possible to move as need to be in sight of reception. DL said money is available this year for the double doors into the main waiting area to be replaced with automatic doors.

7. Advertising PPG – see also action point update 2d)

AC said that it was PPG week the first week in June and asked if anyone was willing to attend the surgery as GG did last year to try to get more members. GG and DC agreed. AC to arrange with them

8. Annual Market Place

AC said that the surgery were keen for us to set up the next annual market place but felt that it would be rather short notice now, particularly for her, to organise for the coming September this year. Having a larger venue outside the surgery was discussed and DL said the surgery would be prepared to pay for a nearby hall. DC suggested Phoenix at the Green Man and agreed to find more about renting and report back to AC. EW suggested that we do not call the event a market and it was agreed that it actually was an information/advice market place. AC said using that now for daily stalls and to change event posters. No date set for event.

9. AOB

None put forward.

Meeting closed.

**ACTION POINTS:-**

- a) DL to arrange for an ad for new members to be sent to patients via Mjog
- b) Dr RJ to ask GPs to contribute to PPG newsletter for future.
- c) Dr RJ to deal with PPG logo to incorporate new Neighbourhood logo.
- d) CB to arrange membership to Val liaising with DL re payment etc.
- e) AC to arrange meeting with DB Customer Liaison re website etc.
- f) CB to arrange suitable times for photographer with DL
- g) Dr RJ to set up an 'Aide Memoir' for patients when visiting a GP for AC to advertise.
- h) DL to arrange removal and tidying up of Phlebotomy clinic posters.
- i) DL to arrange new waiting area seating with cleaners.
- j) Dr RJ and DL to liaise re using Skype consultations
- k) AC to arrange meeting with DM at CG
- l) AC to arrange stall for PPG week with DC and GG to gain new members
- m) DC to contact Phoenix re hire of hall details and report back to AC/DL