

Meeting of the South Lewisham Patient Participation Group

Thursday 17th November 2016 2p.m.

1. WELCOME, APOLOGIES AND INTRODUCTIONS

Attending - AC (PPG Chair) MRD (Member), EA-R (Committee), GG (Committee), DF (Committee), JG, EW (Member), JA (Reception Services Manager, DB (Customer Services Officer)

Apologies – CB (PPG Secretary), Dr RJ (Surgery Partner), DL (Practice Manager)

Absent: DC, EW, RL

AC thanked JA for attending and welcomed members attending for first time explaining a little about the remit of the group and the importance of patient participation to the surgery. The new members were invited to say a little bit about why they were attending the meeting.

JA relayed grateful thanks from the Surgery for the attendance of the PPG at the Flu Day stating how much our help proved invaluable. She also said that DL had given some updates on the action points from last meeting for DL to put forward as unable to attend.

2. ACTION POINTS FROM MEETING 4.8.16

- a. **VAL** JA said no update available. AC said DL had suggested that an annual membership of £20 was sought rather than a 5 year one to see how useful it proved.
- b. **& h Website-** DB said some changes had been made and AC said changes ongoing. There was a general discussion about the possibility of having a new more flexible website. A request was made again that the surgery looked into this, and what other practices were doing. A suggestion was also made to look at introducing a Facebook page, as other surgeries have done, which they felt might encourage younger Patients to review services etc. There was also a long discussion about appointments and the distribution of same online and via the reception staff.
- c. **Photos** JA said she had been informed that photos of surgery staff and doctors would be taken in December. A request was made that a doctor's specialisms should be added to the website and also their pictures in the surgery as it was felt this would help patient's choice when booking appointments.
- d. **Seating** There was a general discussion about chair placing in the waiting area. Decisions had been made previously but cleaning staff had always returned furniture to its current position. With new screen in place DL made a suggestion to have 2 banks of seats pointing to the middle of the room so both the new screen and the doctors could be seen.
- e. **Skype** JA said that the proposal had been rejected as not enough doctors supported it.
- f. **Screen** JA said that the new screen was now in place. There was a discussion about possible content and the PPG being able to utilise the screen facility.

- g. Membership** DB said changes still need to be made to the on line form to enable patients to complete & return via website.
- h. New website** See b
- i. Newsletter** AC made another request for any items for the newsletter i.e. articles, info, recipes etc. that would be of interest to patients. Current research and diets were suggested but AC said could be possible issues regarding certain inclusions which would have to be approved by surgery.
- j. Patients PC** JA said the pc was intended for patients to book appointments, order prescriptions or perhaps look at health related topics only. There were some issues currently with regard to the web usage and the surgery were considering moving the pc to a position where reception staff could better monitor the pc and its' use.
- k. NHS Survey** Some meeting attendees said had completed survey.

3. PPG Training

AC said she was to attend an NHS training day for PPG's on the 6th December and will provide feedback. She said had also been invited by CCG Lewisham to engage in consultation regarding changes to planned Orthopaedic Care prior to the public survey planned for 2017 and provided a brief outline.

4. Brainstorming

Some suggestions put forward by new members either discussed at previously meeting but nothing agreed. AC asked members to think about possible future initiatives for next meeting.

5. AOB

A members asked for update on the POD and JA said well used by patients and helped cut down appointments for such things as blood pressure checks.

A member asked who owned or was responsible for the passageway at the side of the surgery as it was being used for fly tipping. JA and AC said the building and passageway was managed by a company employed by NHS as far as aware and JA said would put matter forward through Practice Manager.

A member asked what the Impact of new apartments had on the surgery and JA said limited and less than expected.

A member asked for an update on the changes to building. AC said some issues to resolve currently and funding needed. JA said CCG and DL in meetings currently but not known if included discussions on same included.

AC asked for an update on replacement of flooring and other building issues. JA said problems with things being done by management company without consultation and very slowly. Also heating system not working due to a major leak under the building and repair was extremely slow in being started.

Meeting ended 3.45pm

ACTION POINTS for next meeting

- a. VAL - DL to update on VAL membership progress.
- b. WEBSITE – AC & DB to continue work on current website PPG changes needed & DL to look into possibility of using Facebook for surgery to encourage younger patients.
- c. PHOTOS – DL to look into placing GP specialisms alongside photos in surgery & on website.
- d. SEATING – DL to look into suggestion of rows of waiting room chairs facing each other.
- e. SCREEN – DB/DL/PM to look into PPG use of screen in waiting area.
- f. PPG MEMBERSHIP – DB/PM to review possibility of patients applying on line.
- g. NEWSLETTER – all members to watch out for items of interest to patients & put to AC.
- h. PATIENTS PC – JA/PM to update re changes to pc in waiting area.
- i. PPG TRAINING DAY – AC to attend & provide feedback.
- j. FLYTIPPING – JA to inform DL. DL to contact building managers.
- k. BUILDING ALTERATIONS – DL to provide update.
- l. BUILDING ISSUES – DL to provide update on decoration/heating/carpet etc.