Held on: Monday 15th June 2015

PPG (PATIENT PARTICIPATION GROUP MEETING)

DISCUSSION	ACTION	ACTION BY
MP, SL, ER, HT, AK, GH, NE, CF, HGA, BOB		
Comments/Observations from the group:		
The group wants SMS reminders regarding PPG Meeting to be sent once and one week prior to the meeting. (Communication with Patients)	Mehul will send SMS reminders to PPG members once and one week prior to the meeting.	MP
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.	Mehul will email Devon to put up PPG meeting minutes and information regarding the next PPG Meeting on our website.	MP
	Mehul will put up PPG meeting minutes and information regarding the next PPG Meeting on the notice board.	
The group queried about repeat prescription slips never being available for patients to request for repeat medications.	Serena will address this issue with Faraz.	SL and FA
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 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. 	Serena will address this issue with Faraz.	SL and FA
The group queried about whether we had a lift for disabled patients.	Serena explained to the PPG Members that we do have a lift for disabled patients and told them where it is in the Surgery.	SL
Ed discussed to the PPG Members about a PPG network event on 30 th June organised by the Healthwatch.	Barbara and Adam have offered to represent the PPG at the Borough wide meeting organised by Healthwatch on 30 th June. Olivia will meet their expenses. Harriet was going to attend the meeting also but unfortunately she can't. She informed Mehul on 17 th June.	AK and BOB will report back to the PPG group at our next meeting.

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 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) 	Omar, Me, Serena and Adam will produce a video which reflects the aims and purposes of patient participation through a PPG. Patients are to be invited to send any ideas for inclusion in the video to Serena. Serena to invite Omar about this video.	Omar, MP, SL, AK and PPG Members
• 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 will produce a small poster inviting patients to contribute ideas for the video.	SL
 Serena discussed to the PPG Members about setting up a PPG email group about ideas and general enquiries that may have regarding the surgery. 	Serena will set up a PPG email group for PPG Members.	SL
Ed discussed to the PPG Members about inviting colleagues from Depression Alliance to present a short talk at our July PPG meeting.	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.	SL and ER

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Ed discussed to the PPG Members about running some drop in sessions on a Saturday for patients interested in learning more about how they can participate in the life of the surgery.	Serena to speak to Faraz about this, if this is okay and to let Ed know once confirmed. Adam and Barbara expressed an interest in becoming Practice Champions for this task. We can pick this item up at the end of next week.	SL, FA and ER
Ed asked Serena when the CQC visit for Kings Road Medical Centre will be.	Serena will put up a notice on when the CQC visit will be, when she knows on the patient notice board.	SL
• Information for patients about Kings Road Medical Centre is as follows:		
1. We have Alex Leung (Pharmacist) who comes in every Thursday who deals with patients with allergies and travel vaccinations.		
2. We are open Saturdays and Sundays and on Sundays we have a nurse and doctor in that day. Saturday and Sunday appointments are pre bookable.		
3. We offer telephone consultation appointments with doctor in the weekend too.		
 We have a smoking cessation clinic every Fridays for patients who want to quit smoking. It is 		

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done by Josephine Masaba (Smoking Specialist) 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