

Minutes of PPG  
5.8.19

Venue: Heart of Hounslow

Attendees: Shashi, Margaret, Dr Khan, Daljit, Komal, Lal

Minutes agreed.

Surgery update: Flu, Pneumonia and Shingle vaccinations start Sept and October. Anyone between 70 and 79. Research shows this is the most risky age .

Website updated and newsletter.

Survey going to be looked at in depth...Survey Monkey.

Independent customer service questions and analysis. This leads to the dashboard Quaff. Surgery to let us know when they want the flyer. Twice a week Shashi and Margaret will turn up to give out surveys.

Monday's and Tuesdays are busier. Deadline to collect and send to analyse by end of December.

Health Event....Talks about taking medications and diabetes. Ask local chemist importance of taking correct doses. Check medicines when you pick up your medicines. Clinic for diabetes could be asked. May event on a Saturday morning. Action....

Later on in Autumn series of well being stalls ..... meditation, flu, AF, Fusion, cessation of smoking, Evaluation afterwards.

Online medicine.... wrong medicine wasn't cancelled. Who monitors what is wasted. This is why it is left up to patients to order medicines.

Test results : Could we have a little more detail in what is said....borderline....?..... What is it about and what do I do next?

Next meeting 16 th Sept. six weeks time.  
Virtual group./ online group.