

Minutes of PPG meeting Tuesday 2nd July 2019

Venue: Heart of Hounslow 6.30 pm

Attendees: L Rosser, M. Stirling, L. Gupta, Dr. N. Khan, D. Panesar

Apologies: I. Ismael, S. Aui

Open agenda

- MS observed the latest June newsletter in reception. It is on the website too. Very informative, especially for those who do not use the computer. They will produce it three monthly.
- LG requested that PPG meetings take place regularly now that new staff has settled into new roles. Agreed by all that each 7 weeks worked better than two monthly.
- DP updated the group with the latest on the patient questionnaire. These are available in reception and staff encouraged handing out to patients to try to fill out whilst at the surgery. All visiting patients have one. Some take them away and not all come back.
ACTION Staff reminded to hand out to all visiting patients. These will be collected in and sent to an external agency for analysis. LR asked if these would be sent to patients in care homes too. No, because surgery does not have care home patients now. Care homes have allocated GPS who offer to provide services to them.
- Dr. K told us the surgery has three regular female locum GPs who help to run surgeries. Dr. Dhesis patients were split between Dr. K and Dr Nijjar.
- Dr. K has informed us that the Blue Wing Surgery has a very good review and dashboard for QOF (Quality Outcome Framework) and there are quite good reviews for patients with particular needs. We are registering more patients. DP checks passports when new patients register. L.G mentioned he read an article which said that illegal immigrants could be provided with NHS care. Dr K said at the GP surgery no one can be turned away if they have an address. Each patient creates approx £85 from the government each year. In hospitals, there are more circumstances where immigrants or visitors have to pay for more expensive treatment.
- LR mentioned that some local pharmacies are making arrangements for patients to see NHS GPS at their pharmacies for approx £39 rather than double that price at private health centres. They have patients who cannot wait for appts and have difficult shifts.
- **Previous actions** completed: minutes on websites, questionnaires out and LOGO for our surgery to be sent to I. Ismail.
- Flyer encouraging new PPG members to be finalized. Check with S. S and I. Ismail. We need people from different age bands and cultures to increase diversity. This flyer can go on the website also.
- Komal requested if PPG could meet on Monday's instead so she can come. Group agreed to set next meeting on Monday 5th August.
- Suggested theme for that meeting was to plan next health event. Keep autumn health event simple. To include: two speakers- Diabetes and Take your medicine please! At the same time include flu vaccinations.