

PPG

7.10.19

Heart of Hounslow, Blue Wing

Attendees: Dr Khan, L.Rosser,L. Gupta, D. Panesar, S. Komal, M. Stirling, S. Aui

Apologies: I. Ibrahim, S. Sibia

L G. 'Hounslow Matters' article on surgeries with evening or same day appts from one of five practices. Misleading as each surgery has only have 5/6 slots. So not everyone can have one at any time. Hounslow Medical Centre.

Is next door to Blue Wing and sometimes urgent appts from our practice are booked in. Clinical Commissioning Group need to alter wording of the Hounslow Matters article as it misleads and gives the impression other practices are able to fit everyone in.

On line appts or 8 am phone call at our surgery are ...still not available for same day and urgent appts.

Booking in advance will be the only way to see a requested doctor.

Urgent care at West Middlesex Hospital is very good if you cannot get urgent appts at surgeries.

D. Panesar: New landlords for Heart of Hounslow and they will help with events. So perhaps they can provide a sound system and white board for health event.

L.R : set a date and affirm what subjects are.

Dr Khan to find speakers.

Health Event first weekend Sat in 29 th February. 2020. diabetes and medicines. 1) How to avoid diabetes. 2) Take charge of your medicines.

Medicines Management TeamHounslow House

Diabetes HRCHT plus AF and maybe flu vaccinations for those who haven't had them.

Could we get feedback from patients during health events? Yes.

Give flyer about health event..... drs give out To encourage the patients we need to bring in.

Can lbby get free medicine containers again from Herbert and Herbert for the health event?

Dr. Khan and D. Komal : Survey of our questionnaire ends in December. We need to have a surge in handing them out.

The practice is still automatically texting patients the 'Family and Friends' questions after their visit to feedback about their experiences.

LR :

Really suggest we update the website on a regular basis. Latest news for example. 'Health Event' planned. Some of the dates appearing on the website are 2016.

Next mtg. Photo as old photo is out of date on the website.

Test results given to patients have the DRs been advised to give enough info for patients to understand? Dr K. said yes.

D.P and Dr. K,

Membership.... virtual group? Different ages. How can we invigorate it?

Next meeting to talk through details of our health event will be on Monday 18 th November.