

## PATIENT PARTICIPATION GROUP MEETING

### Winchmore Hill / Park Lodge Practices

#### Minutes of Meeting held on 18<sup>th</sup> December 2018 at Green Lanes Surgery

##### 1. Welcome and Apologies

The Chairman, Mrs Betty MacLeod, introduced herself and welcomed everyone present. Dr C Sankaran (CS) and Practice Manager, Mrs J Dhruv (JD) were in attendance. Dr R Parbhoo was in attendance for part of the meeting. An attendance sheet was circulated among the members.

Apologies for absence were received from Mrs Petrou, Mr Owen, Mrs Sandford, Ms Warboys and Ms Blair.

##### 2. Minutes of Meeting held on 17<sup>th</sup> May 2018

The Minutes of the meeting held on 17<sup>th</sup> May 2018 were noted. It was added expression of interests from volunteers to become PPG steering group member of the new combined PPG were collected by SC at the end of meeting on 17.05.18.

##### 3. PPG Constitution

The chair referred that following the last meeting, the PPG steering group has met. It was agreed that following the merger of both practices' PPG group, a review of constitution is required. This is now done and new PPG Constitution draft was sent to all PPG members. Points of PPG constitution were discussed and amendments required were agreed.

**Action point:** It was agreed by everyone that the constitution of PPG should be discussed every year.

**Action point:** Finalised constitution to be sent to all PPG members.

##### 4. Election of Secretary, Minute taking secretary & chair person

It was discussed that following formation of the new group as per the new PPG constitution, recruitment for a PPG secretary and minute taking secretary is required. Roles of the above positions were discussed. It was discussed that re-election of chair will be required as well.

##### 5. Role of PPG

It was discussed that PPG meetings should be held in the month of April, July and October which would leave time for a possible 4<sup>th</sup> meeting during winter months.

Different roles of PPG across region were discussed which included:

- Inviting specialist speakers to attend meeting for example age uk, diabetes uk
- Collating a paper on speaker's visit so useful information can be distributed to other patients
- Organising/coordinating training events which can help different group of people

Suggestion of badges for PPG members was made by BC. It was agreed that PPG members will try and arrange for it in future.

## **6. Practice Update**

SC outlined a recent staffing update:

- Promotion of Michelle as reception manager and recruitment continued as staff members going on maternity leave in near future.
- Two doctors joined the team as salaried GP
- One doctor joined on retention scheme
- Dr Thiagarasah left practice at the end of September to go travelling with family
- Prof Gill has left practice due to increased responsibility with teaching.
- Mrs Dhruv has replaced Mrs Trupia as practice manager.
- The practice will be recruiting for assistant manager as Ana, the current assistant manager has reduced her hours due to private commitments.

SC gave update about phone system. SC gave information about multidisciplinary teams and their function in patient care. Also gave information about roles of nurse practitioner and prescribing pharmacist. MR asked about their role in seeing patients. SC stated that Nurse practitioner can see patients with minor ailment for example sore throat, cold, hay fever etc. JD mentioned that prescribing pharmacist can see patients for regular reviews for ex medication review.

SC mentioned that patients can now view their test results online; the surgery has been encouraging all patients to make use of the service.

## **7. Any Other Business**

JM suggested circle seating arrangement from next meeting.

BC asked about queuing system for front desk. SC mentioned that surgery has two computers on the front desk for staff to assist patients and 3 arrival screen for patients to arrive them for their appointments. Explained that some patients can take longer than others depending on their query. Chairs are available nearby reception for patients who cannot stand in the queue.

MR enquired whether patients who require regular medication need to order medication in advance in event of Brexit and is there contingency plan from NHS England. SC explained that NHS England has reassured GP surgeries that there is enough supply of medication for patients post Brexit. There is contingency plan in place by NHS for patients.

BG asked about out of order toilet on ground floor. JD informed that the contractor has visited twice. The whole unit will need changing and work will be carried out over weekend to avoid any disruption for patients. Mentioned that 3 other toilets available for patients. Request was made by a PPG member that first name is used in meeting minutes instead of initial of individuals. However some of the PPG members have same first name which can cause confusion.

## **8. Date of Next Meeting**

Notification of the next date of meeting would be issued in due course. Patients thanked the panel for their time, the Chairman thanked everyone for attending and the meeting was declared closed.