

DYSART SURGERY

PATIENT PARTICIPATION GROUP MINUTES



16 October 2018, 18.30 – 19.30

Attendees:		Apologies:
Penny Ryba	PR	Janet Airey
Ghislaine Morton	GM	Terry Atkinson
Barbara Wall	BW	Lindsey Buckles
Leslie Calder	LC	Clare Duszynska
Ted Duszynski	TD	Lee Gibbs
John Oakland	JO	Roy Gore
Geoffrey Lewis	GL	Maggie Greenwood
		Irene and Chris Jenner
		Jarek Podgajny
		Gianna Stanford

Action:

1.0	Apologies for absence	
	Please see above.	
2.0	BW introduced and welcomed new member.	
3.0	Minutes of the last meeting	
	Accepted	
4.0	Matters arising from the previous minutes	
	The TV in the waiting areas has been set up to run the subtitles more slowly.	
5.0	Open Evening	
	The Open Evening held on 9 th of October was deemed a success with 30 attendees. Excellent response to the Care Navigator Sarah Murphy for the thorough explanation of this service. The PPG decided that the role for the Care Navigators should feature in the Dysart Surgery website. Thanks to Mary Rogan the BromleyWell Carers co-ordinator. The PPG suggested that another open evening should be organised for May 2019, possible topics include diabetes, Practice development and update from the Care Navigators.	
6.0	Updates from practice staff	
	Julie Jervis is replacing Jacqui Frewin as Reception Manager. A new GP will be conducting three surgeries a week. Dr Zara Jawad and Dr Arun Wadhwa are joining the practice as Registrars. Dr Smith will return to the Practice. The WCs are to be upgraded and the possibility of a new locking system for the corridor facility will be considered.	
7.0	Complaints/NHS Choices/significant events	
	A complaint regarding a forgotten prescription was reported in August but now resolved. A lady patient was unfortunately locked in the toilet after the surgery was closed. But fortunately only for a short period of time.	
8.0	Any other business	
	GL is in contact with Ron Bell who is the new Chairman of AGE UK, who is going to provide update on the Bertha James proposed development and it seems that at the moment activity is on the back burner. There was discussion regarding parking allocation in the proposed development and it was agreed that the proposal is totally inadequate. JO informed the group about Cardiac Support Group that is run at the Beckenham Beacon every quarter and suggested that this could be an interesting topic for a later Open Evening. PR suggested that the next Newsletter should incorporate information regarding the current NHS campaigns.	
9.0	Date of next meeting Tuesday 22 January 2019 at 18.30 – 19.30	

