

**Palace Road Surgery
Patient Participation Group Meeting
Friday 04.01.19
12:30pm-1:30pm**

Host: - Anushia Seevaratnam (Assistant Practice Manager)

Attendees:-

**MA
TO
AO
MV**

Apologies:

RV

Anushia welcomed the patients with refreshments. We all sat in the surgery waiting room to begin the meeting. Anushia began by thanking everyone for attending, then asked the patients to introduce themselves by their first names. We had a new PPG member that has joined the meeting which was very encouraging to see.



Healthwatch Lambeth are here to make care better. They are the independent champion for people who use health and social care services in Lambeth. Their vision is that the health and social care needs of Lambeth people are heard understood and met. We're here to make sure that those running services put people at the heart of care. This means they work to ensure people's experiences, concerns and ideas are listened to, taken seriously and used to improve health and social care services. They work collaboratively with other local charities and NHS and Council colleagues to achieve this and to get services right for everyone in Lambeth. They also offer information and signposting support to any and all who contact them with questions about local services. They could not do this without the dedicated work and efforts from our staff and volunteers and, of course, they couldn't do it without you, the people of Lambeth who are always ready to come forward and say what you think. Whether it's working with Healthwatch Lambeth to raise awareness of local issues, or sharing your views and experiences, they thank you. Healthwatch want services to continue to listen, understand and respond so please do keep talking to us. Let's work together to make the NHS and social care services the best they can be. Guided by you | Healthwatch Lambeth 6 Our vision is simple Health and care that works for you. The team are here to make sure that those running services put people at the heart of care. Their purpose is to ensure the needs, experiences and concerns of local people are heard and understood so that health and care services work to meet people's needs.

Healthwatch Lambeth Find out more about us and the work they do Website: www.healthwatchlambeth.org.uk Twitter: @HWLambeth Facebook: @HWLambeth

On line Access/Patient Access

What's in your GP record

- medicines your GP has prescribed
- allergies you have
- vaccinations you've had
- conditions you've been diagnosed with
- notes from appointments at your GP surgery
- results of tests your GP surgery has arranged
- letters that hospitals or specialists have sent to your GP

What is the minor ailment scheme?

The minor ailment scheme is designed to enable people with minor health conditions to access medicines and advice they would otherwise visit their doctor for.

It allows patients to see a qualified health professional at a convenient and accessible location within their community, and means patients do not need to wait for a GP appointment or queue up for a valuable A&E slot with a non-urgent condition. Childhood ailments that may be treated under the scheme include:

- colds
- coughs
- diarrhoea
- earache
- hay fever
- head lice
- nappy rash
- sore throat
- teething

We are moving towards a computer age and Anushia mentioned that there are helpful websites that the patients can use called: NHS Choices, Patient.co.uk, and Health Help Now.

Please can all the patients complete our Friends and Family Survey at the reception desk so we can gather thoughts and opinions from our patients on how they feel about the service they receive and would they recommend us to their Friends and Family?

☒ Medical advice/treatment from clinical staff

The patients are very happy with the medical treatment they receive and feel they are never rushed and can talk at ease to the doctor about their medical problems. This is one of the reasons why the doctors sometimes run over the 10 minute consultation time. Some of the patients will consider

booking a double appointment on agreement with the doctor if they feel they may need more time to discuss their problem.

☒ Professionalism from administrative/reception staff

The patients find the reception staff to be warm and welcoming.

☒ Surgery opening times

When we move we will try and offer additional opening hours to our patients and consider doing late night surgeries.

☒ Out of Hours Services (Seldoc and 111 NHS England)

The patients were familiar with South East London Doctors (Seldoc) out of hours services, and have used 111 in the past. 111 has had some bad press and the patients only use it for additional advice.

☒ Service improvement discussion with patients outside the patient participation group meeting

The patients would like to hold a charity event in the future and perhaps do McMillian Cancer Research coffee mornings.

Anushia closed the meeting and thanked the patients for their attendance and asked them to help themselves to the refreshments and leaflets from Lambeth Healthwatch.