



Patient Participation Group

Minutes of the patient of the consultative group meeting

October 09, 2019

Dr Dutta	Bharti Koteche (Lead)	Chandrima Dutta	Nitin Desai
Juleen Stewart	Asha Pujamula	Benedic Taguba	Yasmin Faheem
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Practice Highlights

- Patient has expressed their concern related to Referral letters and text messages received related to their appointment without bringing them into their knowledge. Practice is trying to overcome this complaint by sending letters and telephone call by the admin staff.
- The participants have been updated on the inclusion of Phlebotomy services on both site;

Balham: Mon through Friday from 8.00 to 12.00

Tooting: Tues & Thurs from 8.00 to 11.00

- Appointment based services has been started in Balham on every Saturdays from 9.00 to 11.00 & Tooting practice is now closing on Wed evenings.
- Implementation of call system on both sites has been appreciated by the participants and especially the demonstration of informative material on the screen, related to antibiotic, flu and many more.
- Informative leaflets are available in all rooms in practice.
- Surgery is in process of recruiting new GPs and is in line with some of the social subscriber.

- Brexit and its impact on NHS have been interestingly discussed and its implication in future has been highlighted.
- Shortage of certain medicines has been experienced in last few months. Chemist needs to inform the surgery/patient about the available alternatives to smoothly continue the process, however, it has also been realised that suppliers are mainly responsible for the shortages rather than pharmacies.
- Practice has started Flu Vaccine for patient over 65 age and those patients less than 65 ages would be administered after mid of Oct according to the guidelines of NHS. Children from 6 months to 2 years are recommended for the Flu Vaccine. Further, London Immunisation Committee has emphasized NHS Surgeries to be vigilant on administration of Flu vaccine in children rather than relying on schools.
- No Major complaint received so far.
- BP testing machine in Tooting needs repairs/replacement & toilet light needs to be fixed.
- Back Pain App has been introduced by Wands worth and practice has introduced it on its website whilst guiding the patient accordingly.
- A patient case has been discussed, who has been removed from the practice last month due to his rude behaviour with the allied healthcare professional. Hence, considering his special circumstances, age and 15 years of association with the surgery, the practice is considering to give a sincere thought on his re-engagement, depending upon the decision of local authorities and due agreement of all the practice clinicians.

Next Meeting will be held in Feb 2020.