

<b>Name of Meeting: Patient Participation Group Meeting</b>			
<b>Meeting date</b>	06/06/2016	<b>Minutes reference</b>	<b>No.10</b>
<b>Special provisions</b>	None		



### Attendance

Oluchi Uduku	<b>OU(Chair)</b>
Ngozi Uduku	<b>NU</b>
Mahazu Yisa	<b>MY</b>
Ngozi Okafor	<b>NO</b>
Neeta Patel	<b>NP</b>
Mel Nohur	<b>MN (Minutes)</b>
Susan Vidal	<b>SV</b>
Alan-Javan Metherell	<b>MN</b>
O Mosaku-Thompson	<b>OM</b>
Karen Pryce	<b>KP</b>
Eudene Joseph	<b>EJ</b>

### Apologies

Barbara Veale	<b>BV</b>
Bridget Prentice	<b>BP</b>

<b>1</b>	<b>Introductions</b>	<b>Action</b>
<b>1.1</b>	Introductions were given.	<b>Note</b>
<b>2</b>	<b>Minutes of the Last Meeting</b>	
<b>2.1</b>	Read and agreed	<b>Note</b>
<b>2.2</b>	OM would like to be put on the list of patients' exercises when they begin.	<b>Note</b>
<b>3</b>	<b>Update on events at the surgery</b>	
<b>3.1</b>	<p><u>NHSE Bid – General Practice Infrastructure Fund - Update</u></p> <p>OU informed the PPG members that that the bid has been deferred and it has been re-referred to the CCG. OU received an email from the NHSE asking WHC to resubmit the application and that Lewisham CCG will now decide which GP surgery to prioritise. This was of concern as the initial application was accepted.</p> <p>OU explained the bid to attendees and showed them the plan for the extension of the surgery to accommodate almost 12000 patients and extra clinicians for example one more Health Care Assistant and Student doctors. The new bid will no longer be 3 consulting rooms but will be 7 additional consulting rooms. OU advised all attendees that the new bid has been submitted and if accepted will accommodate the surgery for the next 10 years. It would have a</p>	<b>Note</b>

	<p>capacity for 12000 patients. OU will keep PPG members posted.</p> <p>SV enquired on how the bid would benefit patients. MY explained about the extended hours. CCG is looking for benefits for all Lewisham patients, not just WHC patients.</p> <p>PPG members were concerned and OM asked if a petition could be arranged but this idea was not agreed. AM enquired about the amount of time this build would take. This would take 10 months approximately.</p>	<p><b>Note</b></p> <p><b>Note</b></p> <p><b>Note</b></p>
<b>3.2</b>	<p><u>Salaried GP Recruitment</u></p> <p>OU informed the PPG members that currently WHC has 3 permanent salaried GPs and that all other GPs are locums. WHC are doing their best to recruit permanent GPs. MY explained that the difficulty with locums is that they are expensive and do not have continuity of care. NU explained that the shortage of GPs is happening all over London not only at WHC. KP asked why the permanent GPs have left WHC. MY explained that Dr Gibbs has left the practice to further her career elsewhere. Dr Ta would like to travel more and Dr Barton has a young child and would like to spend more time with her child.</p> <p>OM asked if the locums are experienced with patients and if they could be trusted. OU explained that WHC is trying to use regular locums most of the times. OU also explained that WHC has an in-house pharmacist who sees patients with queries about their medications. OM explained that she does not agree with '1 visit 1 problem' and that patients have only 10 minutes of consultation. This was discussed and clinicians do their best with the above query. SV says that she has not experienced being rushed to the door during a consultation.</p>	<p><b>Note</b></p> <p><b>Note</b></p>
<b>3.3</b>	<p><u>Addition of New Partner to the Practice</u></p> <p>NU informed the group that OU would be taking up the position of Non Clinical Partner in the Practice. She comes with a business degree and as the PPG is aware she is already embarking on extensive change management in the practice in order to prepare WHC for future NHSE requirements and the extension of the surgery. From a practice list size of 2000+, WHC is approaching the 8000 list size and is growing exponentially.</p> <p>The PPG agreed that this could only be a positive move for the practice and wished OU well.</p>	<p><b>Note</b></p>
<b>3.4</b>	<p><u>Practice Leaflet</u></p> <p>OU explained that the practice leaflet is being updated according to the NHS template/guidelines; the same applies with the WHC website. Both will soon be published.</p>	<p><b>Note</b></p>
<b>3.5</b>	<p><u>QOF Update</u></p> <p>MY clarified the description of QOF which is a system for the performance management of General Practitioners in the NHS in England. This is done to ensure that patients with chronic illnesses are receiving correct checks and help them to come in for appropriate checks when they are due. NO asked about the benefit of flu jabs. MY explained that a flu jab will help to prevent</p>	

	occurrence of flu in asthma patients and also in elderly patients who suffer from respiratory problems. NU reported that WHC had done very well this year with regards to the flu season.	<b>Note</b>
<b>4</b>	<b>Discussion on additional improvements to be made at the practice</b>	
<b>4.1</b>	<u>Improvement to patient access - Update</u> The online appointment bookings that were discussed in the previous meeting have been very popular and as soon as they are released they are booked. OU informed that WHC is working on the best ways to answer queries and that WHC is probably not yet there but are working on it and improvements have been noticed.	<b>Note</b>
<b>4.2</b>	<u>Telephone Triage/Telephone consultation update</u> Telephone triage and telephone consultation which were discussed in the previous meeting have been introduced at WHC with a session with Dr Uduku from 9.00 am to 11.00 every Wednesday.	<b>Note</b>
<b>5</b>	<b>Joining us today: Dr Yisa to answer any general clinical queries and give a clinical talk</b>	
<b>5.1</b>	<ul style="list-style-type: none"> <li>• KP talked about the quality of air pollution in the area. KP read that a patient is suing local authority due to bad air quality contributing to a young patient's death from asthma. KP wanted to know if that patient was registered at WHC. This was not a patient at WHC. MY explained that asthma can be improved by recycling more, driving less and no smoking to help the quality of air.</li> </ul>	<b>Note</b>
<b>5.2</b>	<ul style="list-style-type: none"> <li>• OM asked if patients should attend breast screening. MY explained that it is very important that all women should attend breast screening when called. 'Prevention is better than cure'.</li> </ul>	
<b>5.3</b>	<ul style="list-style-type: none"> <li>• AM asked about the availability of medical records. MY explained that medical records for patients to have access has started since April 2016.</li> </ul>	<b>Note</b>
<b>5.4</b>	<ul style="list-style-type: none"> <li>• NP enquired about Minor Surgery Room. Why is it not being used for minor surgery? NU explained that WHC do not have that service in place and the room is being used for other clinics. OU informed the group that WHC is working towards providing this service.</li> </ul>	<b>Note</b>
<b>6</b>	<b>AOB</b>	
<b>6.1</b>	PPG members discussed the sign at reception that says " <i>For Patient Confidentiality, Please Wait Here</i> ". The sign is not being adhered to. Receptionists should educate patients to respect this sign. OU will discuss this in the receptionist's meeting. Confidentiality is paramount and WHC works hard to comply with it.	<b>Note</b>

<b>6.2</b>	SV reported that she has seen receptionists talking in reception. This will be discussed in the receptionist's meeting for this problem to be solved.	<b>Note</b>
<b>7</b>	<b>Date of Next Meeting</b>	
<b>7.1</b>	Monday 31 October 2016 Time: 6:30pm Venue: Woodlands Health Centre	<b>Note</b>

**PPG FUTURE MEETING DATES:** (First Monday of every Quarter)

<b>DATE</b>	<b>DAY</b>	<b>MONTH</b>
<b>31.10.2016</b>	<b>MONDAY</b>	<b>OCTOBER</b>
<b>05.12.2016</b>	<b>MONDAY</b>	<b>DECEMBER</b>
<b>06.03.2017</b>	<b>MONDAY</b>	<b>MARCH</b>
<b>05.06.2017</b>	<b>MONDAY</b>	<b>JUNE</b>
<b>04.09.2017</b>	<b>MONDAY</b>	<b>SEPTEMBER</b>
<b>04.12.2017</b>	<b>MONDAY</b>	<b>DECEMBER</b>