

Name of Meeting: Patient Participation Group Meeting			
Meeting date	07/03/2016	Minutes reference	No.9
Special provisions	None		



Attendance

Oluchi Uduku	OU(Chair)
Ngozi Uduku	NU
Ngozi Okafor	NO
Reita Mohamed	RM
Neeta Patel	NP
Mel Nohur	MN (Minutes)
Susan Vidal	SV
Alan-Javan Metherell	AM

Apologies

O Mosaku-Thompson	OM
Karen Pryce	KP
Adetayo Adeola	AA
Barbara Veale	BV
Clifton Hunnigan	CH
Steven Chumber	SC
Bridget Prentice	BP

1	Introductions	Action
1.1	Attendees introduced themselves	Note
2	Minutes of the Last Meeting	
2.1	Read and agreed	Note
3	Update on events at the surgery	
3.1	<u>NHSE Bid – General Practice Infrastructure Fund - Update</u> OU informed the PPG that she and NU attended a meeting with NHS England and the CCG on Wednesday 2 March 2016. At the meeting NHSE accepted to fund the feasibility Study for the project and this will assist our architect when he consults with Lewisham Planning Department. However OU & NU were advised by the CCG that the application will need to be resubmitted. This is of concern as the initial application was accepted.	Note
3.2	<u>New Permanent GP</u> OU informed the PPG that Dr Gibbs has left the practice to further her career elsewhere. WHC has employed a new permanent GP, Dr Anja Wilton who works 2 days a week, on Mondays & Tuesdays. Dr Wilton is very experienced doctor. She covers Ante-natal and Sexual Health clinics and has	

	<p>afternoon surgeries with bookable appointments scheduled every week. Her interests include diabetes, dementia in the elderly and family planning. Dr Wilton also does Drop In clinics.</p>	Note
3.3	<p><u>Flu Season – Update</u></p> <p>NU reported that WHC had done very well this year with regards to the flu season. There were a few episodes of Nora Virus that were reported but everything was under control and managed.</p>	Note
3.4	<p><u>QOF Update</u></p> <p>NU explained the description of QOF which is a system for the performance management of general practitioners in the NHS in England. Clinicians review patients with chronic illnesses all-round the year but in March GP practices complete as much reviews as they possibly can. OU explained that WHC were catching up with these chronic ill patients and that we have been calling them and also writing to them to attend their review consultations.</p>	Note
4	Discussion on additional improvements to be made at the practice	
4.1	<p><u>Improvement to patient access</u></p> <p>The online appointment bookings have been very popular and as soon as they are released they are booked. OU suggested that WHC is likely to increase the amount of online booking in the near future and have 9 appointments rather than 4 a day. OU also spoke about Did Not Attends (DNAs) which is currently at a high rate in the practice. If patients DNA 4 times in a row then they may be restricted to Drop-In Clinics only.</p>	Note
4.2	<p><u>Telephone Triage/Telephone consultation</u></p> <p>Telephone triage and telephone consultation will soon be introduced at WHC. When calls are received in the morning, these will be triaged and a telephone consultation will be created. NU explained that it is a much faster system to help patients with queries and advice. She stated that this can be sorted out over the telephone.</p>	Note
5	NAPP (National Association for Patient Participation)	
5.1	<p>OU confirmed that she has received the annual subscription charge.</p> <p><i>Postscript: This has now been Paid and the PPG will continue to receive the newsletters by email.</i></p>	Note
6	Talk from Dr Uduku on Obesity	
6.1	<p>NU explained in simple terms that obesity is having a high proportion of body fat. Fat is important for storing energy and insulating the body among other functions. The human body can handle carrying some extra fat but beyond a certain point body fat can begin to interfere with our health. Obesity puts us at greater risk of developing high blood pressure, diabetes and may other serious health problems.</p> <p>NU advised that Lewisham has of the highest rates of obesity in London. NU asked each attendee what the health risks of obesity were. The following risks were mentioned and discussed:-</p>	Note

	<ul style="list-style-type: none"> • Coronary Heart Disease • High Blood Pressure • Stroke • Type 2 Diabetes • Cancer • Osteoarthritis • Sleep Apnoea • Menstrual Issues • Infertility in women • Tiredness • Depression • Low self-mood • Lack of libido 	Note
6.2	NU also talked about the causes of obesity. She confirmed that obesity is generally caused by eating too much and moving too little. If one consumes a high amount of energy from his/her diet, particularly from the fat and sugars, but does not burn off the energy through exercise and physical activity, much of the surplus is then stored by the body as fat which make people become overweight.	
6.3	Lack of physical activity is another factor related to obesity. Many people have jobs that involve sitting at a desk for most of the day and they rely on their cars rather than walking, running or cycling.	Note
6.4	Genetics also cause obesity if it runs in the family but there is no reason why most people cannot lose weight. It may be true that certain genetic traits inherited from family may make losing weight difficult but it certainly does not make it impossible.	Note
6.5	NU maintained that if these are not prevented and awareness is not raised early obesity can shorten and destroy our quality of life. That is why the government is very adamant on raising awareness of obesity early.	Note
6.6	NU ended the talk by proposing that WHC organise a walk and that all staff should join in. Patients should be encouraged to join in as well if interested to start the ball rolling.	Note
6.7	The group found the talk extremely informative and felt more informed on the subject.	Note
7	AOB	
7.1	OU informed the group that there is an experienced and fully qualified dietician who offers a clinic at WHC every fortnight. Patients with chronic illnesses such as high blood pressure, diabetes, overweight, or with high cholesterol are referred by the clinicians for advice on their diets. The dietician is able to give advice on diets of all cultures.	Note
7.2	OU thanked all PPG members for attending and ended the meeting on a positive note informing them that there have been some positive reviews on the practices' NHS choices page.	Note

8	Date of Next Meeting	
8.1	Monday 6 June 2016 Time: 6:30pm Venue: Woodlands Health Centre	Note

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

DATE	DAY	MONTH
05.09.2016	MONDAY	SEPTEMBER
05.12.2016	MONDAY	DECEMBER
06.03.2017	MONDAY	MARCH
05.06.2017	MONDAY	JUNE
04.09.2017	MONDAY	SEPTEMBER
04.12.2017	MONDAY	DECEMBER