

Name of Meeting: Patient Participation Group Meeting			
Meeting date	04/09/2017	Minutes reference	No.15
Special provisions	None		



Attendance

Oluchi Uduku	OU(Chair)
Neeta Patel	NP
Mel Nohur	MN(Minutes)
Barbara Veale	BV
O Mosaku-Thompson	OMT
Adetayo Adeola	AA
Peter Manley	PM
James Campbell	JC
Reita Mohamed	RM

Abdul Choudhury (CRN) Clinical Research Network	AC
--	-----------

Apologies

Ngozi Okafor	NO
Ngozi Uduku	NU
Karen Pryce	KP
Susan Vidal	SV

1	Introductions	Action
1.1	OU welcome all attendees. Introductions and apologies were noted. OU introduced Mr Abdul Choudhury from Clinical Research Network who joined the PPG team that evening to deliver a talk on the importance of research in the NHS.	Note
2	Minutes of the Last Meeting	
2.1	Read and agreed	Note
3	Update on events at the surgery	
3.1	OU informed the team that the surgery now opens every Saturday from 7.00 to 10.00 am. These surgeries include consultations for nurses and doctors and they are bookable appointments.	
3.2	OU informed the PPGs about ' The GP Extended Access Service '. There are	

	<p>now more appointments with GPs available in Lewisham, making it easier for patients to get an appointment at a time that suits them, including evenings and weekends. OU explained that patient has to contact their GP in the usual way to request an appointment. If there is no appointment available at the practice then receptionist will offer an appointment with the GP Extended Access Service. This service is located within the Ambulatory Care Centre, University Hospital Lewisham, Lewisham High Street, SE13 6LH. OU also explained that 'The GP Extended Access Service' is not a walk-in service and patients need to make an appointment.</p>	Note
3.3	<p>OU informed the PPG's that WHC have booked flu clinics on-going till the end of flu season but for Saturday 23rd September 2017 WHC have arranged 'Drop in' flu clinics for patients to walk in and have their flu jabs done straight away to enable the surgery to capture as many patients as possible.</p>	Note
4	Discussion on additional improvements to be made at the practice	
4.1	<p>OU advised the PPGs that development funding for the surgery was as quiet as it was in the last meeting. No change and no further information to be informed. OU confirmed that WHC is not amalgamated to any surgeries at the moment.</p>	Note
5	Clinical Talk – Clinical Research Network	
5.1	<p>AC from the Clinical Research Network (CRN) spoke to the attendees on the importance of research in the NHS. He mentioned areas of research such as antibiotic use in children and the safety of the nasal flu vaccine. AC talked more in detail about current research studies STILTS and BARACK D. STILTS (Study Into Lean and Thin Subjects): Identifying thinness genes which are linked to the regulation of metabolic rate and obesity. BARACK D (Benefits of Aldosterone Receptor Antagonism in Chronic Kidney Disease): looking at the relationship between kidney failure and type II diabetes and administering spironolactone as a way of stopping kidney failure. He also informed attendees on how to assist the CRN and as a PPG to encourage other patients to become participants.</p>	Note Note
6	AOB	
6.1	<p>RM advised that she has experienced difficulties when requesting prescription even repeats ones. RM mentioned that sometimes she has to wait a while before her repeat prescription is sorted out and this has been going on for a few months. OU informed RM that she will discuss this in the receptionist's meeting and ensure RM that this would not happen again.</p>	Note OU

6.2	OMT advised that she was not happy to see her name and contact details on the medication bag when she collected them. These are confidential information and would not want other people to have access to this. OU will discuss this with Sam, the pharmacist at Woodlands Pharmacy.	OU
6.3	AA also complained about his repeat prescriptions which are not done on time and that Woodlands pharmacy would not call him to pick them up. Woodlands Pharmacy would say that they have called him several times but AA advised that he has an answer phone and never had any messages from them. Apologies were made on behalf of Woodlands Pharmacy. OU will mention this to Sam, pharmacist at her meeting.	Note OU
7	Date of Next Meeting	
7.1	Monday 04 Dec 2017 Time: 6:30pm Venue: Woodlands Health Centre	Note

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

DATE	DAY	MONTH
04.12.2017	MONDAY	DECEMBER
05.03.2018	MONDAY	MARCH
04.06.2018	MONDAY	JUNE
03.09.2018	MONDAY	SEPTEMBER
03.12.2018	MONDAY	DECEMBER