

<b>Name of Meeting: Patient Participation Group Meeting</b>			
<b>Meeting date</b>	05/06/2017	<b>Minutes reference</b>	<b>No.14</b>
<b>Special provisions</b>	None		



### Attendance

Oluchi Uduku	OU(Chair)
Neeta Patel	NP
Ngozi Uduku	NU
Mel Nohur	MN(Minutes)
Ebony Campbell-Grant	ECG
Barbara Veale	BV
O Mosaku-Thompson	OMT
Carol Morgan	CM
Adetayo Adeola	AA
Peter Manley	PM
Alan Metherell	AM
James Campbell	JC

### Apologies

Reita Mohamed	RM
Ngozi Okafor	NO
Karen Pryce	KP
Susan Vidal	SV

<b>1</b>	<b>Introductions</b>	<b>Action</b>
<b>1.1</b>	OU welcome all attendees. Introductions and apologies were noted. OU introduced 'Mr James Campbell' new PPG member and welcomed him to the group.	<b>Note</b>
<b>2</b>	<b>Minutes of the Last Meeting</b>	
<b>2.1</b>	Read and agreed	<b>Note</b>
<b>3</b>	<b>Update on events at the surgery</b>	
<b>3.1</b>	<b>New Practice Nurse</b> OU informed the team that a new Practice Nurse; 'Norlin Simba' commenced employment with WHC on the 1 <sup>st</sup> of June 2017. Nolin Simba is an experienced Practice Nurse joining WHC from Rushey Green Group Practice where she worked for one and a half years. She will provide Practice Nurse	

	services at the surgery. Currently WHC has two Practice Nurses.	<b>Note</b>
<b>3.2</b>	<b>GP Updates</b> OU confirmed that the practice now has 4 General Practitioners and is aggressively recruiting for a 5 <sup>th</sup> . To augment the shortfall the practice has built a database/bank of experienced Locums who understand and adhered to the protocols and procedures for the practice.	<b>Note</b>
<b>3.3</b>	<b>QOF</b> OU updated the PPGs about QOF. WHC made great strides in completing NHS Health Checks on its patients. It also met its Flu vaccination target.	<b>Note</b>
<b>4</b>	<b>Discussion on additional improvements to be made at the practice</b>	
<b>4.1</b>	OU brought Mr James Campbell (JC) – the new PPG member up to date with the Surgery’s “Request for Funding – Expression of Interest (EOI)” journey. The London IG Fund approved Bid has been deferred till 2018. OU noted the concern of the PPG with reference to the lack of progress with the property development/extension. OU asked if there was anything the PPGs could do to support the bid? The PPG would like to sign against a letter prepared for NHSE regarding this delay.	<b>OU/PPG</b>
<b>5</b>	<b>Clinical Talk - Dementia</b>	
<b>5.1</b>	NU gave a talk on the above subject. She started by asking everyone about dementia in general and what they knew about it. After all attendees answered the question NU described dementia as a progressive disorder that affects how the brain works and in particular the ability to remember, think and reason. The most common disorder is Alzheimer’s disease which affects mainly the elderly people. There is also vascular dementia which can develop following a stroke; if there is a damaged blood vessel which interrupts the blood flow to the brain.	<b>Note</b>
<b>5.2</b>	The symptoms of dementia can vary from one person to another. Sometimes persons around the affected ones do not even notice the signs of dementia. According to the statistic 1 in 2 people aged 85 and above will develop senile dementia. Therefore we should come to terms with it. NU advised that as there is no treatment or cure for dementia caused by Alzheimer’s disease and other progressive dementias, the symptoms can be treated to provide temporary improvement.  Questions were asked and answered.	<b>Note</b>  <b>Note</b>
<b>6</b>	<b>AOB</b>	
<b>6.1</b>	OMT enquired if WHC will have a stall at the Peoples Day which was going to be in the next month. OU answered that on this occasion it would not but	

<b>6.2</b>	<p>there is a plan to participate next year in the Hither Green Festival.</p> <p>CM spoke of receptionists answering phones in ‘a patronising tone’. ECG one of the surgery receptionists present at the meeting responded to this complaint. She stated that normally receptionists answer in a polite manner. ECG apologised on behalf of all receptionists, she will inform the reception team. ECG informed the PPG that some patients still have not adhered to the sign to keep some distance between patients at the front of the counter. She stated that receptionists have to continuously remind patients.</p>	<b>Note</b>
<b>7</b>	<b>Date of Next Meeting</b>	
<b>7.1</b>	<p>Monday 04 Sept 2017  Time: 6:30pm  Venue: Woodlands Health Centre</p>	<b>Note</b>

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

<b>DATE</b>	<b>DAY</b>	<b>MONTH</b>
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