

# PPG Meeting

**13/11/2017**

Thank you to everyone for coming this evening.

1. Dr Helen Andrews is now a partner of the surgery, more involved with leadership. She will continue to do her 6 practice sessions.
2. Presentation by Ketan on the new NHS Medicine Service. Ketan has integrated into the team, working Saturdays and evenings following completion of a prescribing degree and now continues his journey with Greyswood Practice. He is mainly doing reviews but also prescribing to assist GP's. The Medicine Service is designed to support patients when being prescribed certain new medicines. The service is a 3 stage process, covering 28 days, designed to assist and support patients with any concerns they may have with taking a new drug. Pharmacies receive a payment from the NHS only once the 28 day process is complete.
3. Personal Medical Service (PMS) contract was recently reviewed with KPI's (Key Performance indicators) being set.
4. Patient hubs have been set up to cover extended hours. Hubs open 8am to 8pm and are located in Balham (Bedford Hill) and Clapham Junction walk-in centre. Patients contacting their GP where appointments are not available, will be offered an appointment at the hub. Locum doctors will have access to your records and will be able to discuss your medical problems.
5. The resident audiologist is available for appointments at the surgery with batteries being available at reception. There is also a chiropodist available at the surgery but he attends only via GP referrals, Olu will look into getting a nailcutting service at the practice, as there is a demand for it by the Patient Group .
6. DNA appointments around 252 last month, the figure is increasing. There were discussions around methods to avoid DNA but moral codes prevent strong penalties such as striking names from the practice list.
7. A.O.B. No items raised.
8. Sue Thomas has agreed to take over the PPG Chair from Jacky Peaker who is standing down.

Thank you to Jacky for the work she has done in getting the meetings up and running over the past months.

9. NEXT MEETING DATE 12th February 2018 at an earlier start time 17:30.