THE BUSH DOCTORS’ PATIENT PARTICIPATION GROUP (TBD PPG)

31st January 2017, 6:00 PM to 7 PM

MINUTES

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|  | Attendees: Patients: AT, EF, NH  Staff: Marta Cabrera (MC) Practice Manager, Tabitha Buchanan (TB) Deputy Manager, Pamini Lechumykanthan  Apologies: Eva Krenova, Reception Manager |
| 1 | **Welcome and Introductions and approval of previous meeting** |
|  | MC welcomed everyone.  The minutes of the previous meeting were read and approved by the members of the PPG. |
| 2 | **Multiple calls for Blood Pressure checks** |
|  | AT noted that he had been called a few times for different checks to be done e.g. b/p, blood tests etc.  The discussion went on PPG members suggesting streamlining recalls, so all boxes can get tick all at once rather than multiple attendances for medication/disease reviews, QOF etc.  PL explained that currently ‘end of year’ so there may be multiple calls as patients may be on more than one register, so may get asked to attend for different things for each review.  PL said that we are in the process of implementing new recall systems, so this will be brought up with the clinical Pharmacist, Rory so we can reduce the duplicate recalls. |
| 3 | **Healthwatch and Hammersmith and Fulham PPG** |
|  | **Healthwatch**  MC gave Healthwatch information leaflet to the PPG members.  It will also be added to the website.  **Hammersmith and Fulham PPG**  MC informed the group that the most recent Hammersmith and Fulham PPG meeting has been missed but she will inform the group of the next meeting.  More active PPG involvement, run flu clinics, workshops, open evening etc.  AT offered his time and expertise.  **Virtual PPG**  MC invited one member to go with her to the course, which the practice will pay for.  She will email the details to the group.  **Online Services**  MC promoted the online services to the group again and we need to have 10% of the patients registered on-line by 31st March 2017.  Posters and Banners are currently being used to promote the service. |
| 4 | **Practice News** |
|  | **Extended Hours**  MC highlighted that from 1st April 2017 there will be a reduction of extended hour service provided by the Practice.  MC says that the practice is starting the extended hours consultation with the patients. This could be done through surveys, texts or questionnaires.  There was a general discussion about NHS England and contracts, Reduction of payments for services and, patients concern about access for urgent care.  EF spoke about the problems he is having with CLCH and nursing.  **Patient Education**  MC showed the patient education leaflet to the group.  The group thought it was a good idea and suggested making the leaflets available for patients to take away with them as well.  EF suggested a possible flowchart may be another education tool for the patients. He offered to try and do it and will email it to MC.  MC will email the education leaflet to the group.  PL explained that GPs run late due to some patients taking longer than others due to multiple complaints, and that some complaint can be managed via telephone.  AT said that some people do still like the face-to-face contact with the GPs.    NH highlighted that better if patients advise GPs of all problems at the beginning of appointment so GP can then ‘triage’ the complaints and manage patient and appointment time accordingly.    **CQC VISIT**  The practice has had the CQC inspection on 7th December 2016. We have not received the report yet, but the comments from the inspector after the visit were very positive.  We would to thank the PPG members who attended on the day and gave feedback to the inspectors on behalf of the Bush Doctors.  We will publish the report as soon as we receive it. |
| 5 | **AOB** |
|  | **NEW STAFF**  We have employed a new full time Practice Nurse Manuella Mundu, and a part-time Health Care Assistant Jolanta Sobanska  **ACTION POINTS**  **Actions Taken by Practice**  MC said that the chairs requested to be available for the patients waiting in the morning have been provided and are being used.  **Actions for Practice**  Name badges – after April 2017 as we don’t know if/what can be done due to merge.  Publish Healthwatch information in the practice website  Email Patient Education leaflet to group  Email Virtual PPG course details to the group |
| 6 | **How to promote the PPG?** |
|  | The Surgery will continue the process of re-establishing the PPG. However, it has been difficult to expand the PPG due to the lack of interest from the practice population.  ACTION: MC and the staff will continue to promote the PPG using advertising; on the website, using flyers and posters in the reception area, by word of mouth, text messages, emails, in the registration process and opportunistically. |
|  | **NEXT PPG MEETING: Thursday 30 March 2017** |
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