**PPG meeting 25th August- 10.30am-12.30pm**

**Attendance:**

**Dr Saadi Doha**

**Lillian Barthomolew-patient**

**Lurline Scott-PPG chair**

**Chitra Verma- patient**

**Ben Onwuma- patient**

**Hermy Van Kempen- PPG co-ordinator**

**James Adewale- patient**

**Ray Bunn- pharmacist**

**Susan White**

**Minute taker- Mr Saud Doha**

Ray Bunn:

Introduced himself to the group and that he is a pharmacist in the Kent. RB talked about new systems in place such as pharmacy first and how a lot of minor ailments can be seen at the chemist rather than going to doctors. Also, mentioned about the effectiveness of Electronic prescribe and there not being a need for a physical prescription which helps to reduce lost prescriptions and duplicate prescriptions.

LS- mentioned that she preferred having a physical prescription. She asked how effective pharmacist first had been?

RB- It had helped to reduced doctors appointments as there pharmacy is inside the doctors surgery and so often patients would find it easier to consult the pharmacy rather than the doctors.

SW- mentioned that she had a history of depression and that it would be good for there to be a support group. Also suggested for the next PPG meeting to be a coffee morning as more patients are likely to attend in the morning rather than the afternoon.

HV- commented that the group is flexible and that the practice could hold the next meeting in the morning.

Other areas of discussion:

LS:

Mentioned about her coping skills,

mentioned about her son having mental health problems,

SD:

Mentioned about the importance of having support mechanisms

CV:

Highlighted the importance of coping mechanisms after having gone through a separation.

BO:

Importance of having strength within.

LB:

Lossed husband 34yrs and son 14yrs ago

Had 2 procedures: 1st procedure successful, 2nd procedure hastily done and felt that she had been treated like a piece of meat on a conveya belt. Dr Patel asked patient to complain so that Problems can be highlighted,

Fights for mental health.

Mentioned about the previous walk in clinic at the Maudsley.

SD:

Mentioned the complicated system of the NHS.

A lot of operations being outsourcing.

Slow privatisation, no council care homes. Southwark residents are able to go into care homes.

HV:

Southwark care homes, Aston care homes

Want to be treated with dignity and respect.

Wealth and housing:

SD mentioned that a lot of his patients are commuting and that standards of care are going down as a lot of agencies have been declining. LS stated about the changes in Dulwich and how people have been out priced.

Diverse culture:

Can be challenging as we have a diverse community eg a lot of Spanish patients asking for a Spanish doctor and so a lot doctors requires translators which take time and can be frustrating for the doctors to provide the best care.

Eg google translate

LS:

Asked about the DNA policy at the surgery which Hermy explained and is on the practice website.

Mentioned about the flow of the patient is better, stated that her first GP was old and that it is nice to have younger GP's.

SD:

Stated that there are still difficulties with dealing with telephone consultations.

Model of care changed

Instead of pedestal, the model of care is to about having a partnership with the patients. Two way process.

Patience and understanding

BO mentioned that it was nice having the continuity of care.

LS:

Notices the change in not having the full waiting room,

Forum:

Important for the practice to keep it themed.

Group has asked for meetings to be every 6 weeks.

Possibly blood pressure and diabetes groups. Patient experience is more important.

**Next meeting: 13th October 2016**