November 2015

The Lordship Lane PPG meeting

**Agenda**

**Attendees:**

Mrs Lurline Scott

Mr Maurice Trotman

Mr James Adewale

Mr Saud Doha

Mrs Shonagh McNally

1. Ice breaker- Introduce ourselves
2. PPG chair
   1. Explain the role of the chair- An elected patient who will champion change on our patient’s behalf. Attending Southwark PPG meetings
   2. Other Roles- Support Officer- aiding the Chair with meetings i.e.: setup, inviting other patients.
3. How does a PPG affect me?
   1. Power to patients to voice the changes they want to see.
4. EPCS (Saud)
   1. Explained the role of EPCS (Extended Primary Care Services)
5. Pharmacy First Campaign (Shonagh)
6. Flu campaign
   1. Walk-in service Monday: 9:30-12:00 & F 9:30-12:00 & 2:00-4:00pm
7. Website
   1. Prescriptions- able to order online
   2. Appointment- routine (two weeks advance) requests
   3. Community Information- Diabetic pop up clinic (Dulwich Hospital) Dates posted on the main webpage
   4. Walk-in Flu jab hours posted on main webpage
   5. Pre-Registration – Available online via website
   6. Carers information- Available online via website

Concerns/ Suggestions

Concerns

1. Wait times , understandable due to demand but more than 20minutes can be seen as unprofessional
2. Nursing has improved, but further improvement with communication needed
3. Access to GP services: Weekends
   1. Reacquainted the group with SELDOC services available on M-F 6:30pm- 8:00am, and further explained the role of EPCS AT Lister Clinic
4. Test results- often delayed by hospital
   1. Saud- Introduced the *Local Care Record* giving access to GP’s & Consultants to view test results and relative clinical data

Suggestions

1. Carers support group/ network meetings on 3rd floor
2. Flat screen TV in waiting room to announce meetings, community events, health alerts and publicising the website.
3. Requesting more people to attend the PPG meeting & offer different meeting times

Questions

1. When will the next PPG meeting be held?
   1. TBA- Looking at the end of January

Time adjourned: 2:04pm