

Name of Meeting: Patient Participation Group Meeting			
Meeting date	02/09/2019	Minutes reference	No.23
Special provisions	None		



Attendance

Oluchi Uduku	OU (Chair)
Mel Nohur	MN (Minutes)
Neeta Patel	NP
Adetayo Adeola	AA
Judith Altshul	JA
Reita Mohamed	RM

Apologies

Ngozi Uduku	NU
Genora Leachman	GL

1.0	Introductions	Action
1.1	OU welcomed all attendees. Introductions and apologies were noted.	Note
2.0	Minutes of the Last Meeting	
2.1	Read and agreed	Note
3.0	Update on events at the surgery	
3.1	Appointments	
3.2	OU advised the group that appointments have been looking very promising these days. There are no long queues in the morning like before. Lots of patients booked their appointments online. The online booking has been a positive thing. OU said that some days we might have one or two people only queuing outside. OU also pointed out that a lot of new patients have been registering recently with WHC which is a positive thing for the practice. OU explained that not only the online booking is helping but the appointment times have also played a big role in this. Some clinicians have their morning appointments scheduled from 8.15 am to 2.15 pm which have contributed a lot in having more appointments available. WHC have also been looking about creating doctors sessions at different times for e.g from 1pm to 3pm before the pm surgery starts to get more patients seen.	Note Note

4.0	Complaints	
4.1	OU informed the group that most complaints received at WHC mainly come from the waiting time patients spend in the waiting room and on the phones. Hopefully with all the changes of appointments this will be reduced.	Note
5.0	National Surveys	
5.1	OU talked about the results received from the National Surveys for general practice and explained that it did not reflect WHC's work. The comments came was only done by patients that have had a bad experience with the surgery. Now WHC have decided to have our own survey called 'The NHS Friends and Family Test' which asks about patient's recent experience of our service. Hopefully this survey will prove the commitments WHC delivers to the patients.	Note
4.0	Clinical Talk	
4.1	OU apologised on behalf of Dr Uduku who could not be present at the meeting due to an important appointment she had to attend. Therefore no clinical talk was delivered. The PPG group were very understanding about this and they said that they will be looking forward to the next clinical talk as they did find the last one very informative.	Note
5.0	AOB	
5.1	<p>Woodlands Pharmacy</p> <p>AA, JA and RM all complained about the services they received from Woodlands Pharmacy.</p> <ul style="list-style-type: none"> • JA said that the staff in the pharmacy does not communicate with each other. Once they called her to pick up her medication and when she gets there they took 15 minutes to find it. • AA also had the same complaint. Once they even gave him a medication which was 'out of date'. • RM said that she always has to open the bag and checked them as she has noticed before that the medication she sometimes ordered were missing or the ones that she has not ordered were in the bag. <p>OU agreed that the complaints that the PPG were spoken about have been mentioned by other patients too. WHC are aware and will look into this.</p>	<p>Note</p> <p>Note</p> <p>OU</p>

<p>5.2</p>	<p>Joining the PPG</p> <p>JA suggested that may be we could have a sign in the waiting room to ask patients to join the PPG and information should read that even a patient cannot attend the meeting, a PPG member could act on their behalf, like an ‘Independent board for PPG’ . OU will look into this and see if this can be done.</p>	<p>Note</p> <p>OU</p>
<p>5.3</p>	<p>AA spoke about the security on entering the building. AA was concerned about this. OU explained that to get entry to the building nowadays requires an access card so the security is stringent.</p>	<p>Note</p>
<p>6.0</p>	<p>Date of Next Meeting</p>	
<p>6.1</p>	<p>Monday 02 December 2019 Time: 6:30pm Venue: Woodlands Health Centre</p>	<p>Note</p>

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

DATE	DAY	MONTH
02.12.2019	MONDAY	DECEMBER
03.03.2020	MONDAY	MARCH
01.06.2020	MONDAY	JUNE
07.09.2020	MONDAY	SEPTMEBER
07.12.2020	MONDAY	DECEMBER