

<b>Name of Meeting: Patient Participation Group Meeting</b>			
<b>Meeting date</b>	02/12/2019	<b>Minutes reference</b>	<b>No.24</b>
<b>Special provisions</b>	None		



### Attendance

Ngozi Uduku	<b>NU(Chair)</b>
Mel Nohur	<b>MN (Minutes)</b>
Neeta Patel	<b>NP</b>
Judith Altshul	<b>JA</b>
Reita Mohamed	<b>RM</b>

### Apologies

Genora Leachman	<b>GL</b>
Oluchi Uduku	<b>OU</b>
Adetayo Adeola	<b>AA</b>

<b>1.0</b>	<b>Introductions</b>	<b>Action</b>
<b>1.1</b>	NU welcomed all attendees. Introductions and apologies were noted.	<b>Note</b>
<b>2.0</b>	<b>Minutes of the Last Meeting</b>	
<b>2.1</b>	Read and agreed	<b>Note</b>
<b>3.0</b>	<b>Update on events at the surgery</b>	
<b>3.1</b>	<b>New Waiting Area</b>	
	NU spoke about the change in the waiting room. The waiting room area is vast, spacious and very warm. The waiting room also has an interview room which helps patients to discuss their cases with receptionists privately. NU also talked about the big wall screen television which patients could easily hear their names loud and clear.	<b>Note</b>
<b>3.2</b>	<b>New Assistant Practice Manager/ New Receptionist</b>	
	NU also informed the PPG that WHC has employed a new Assistant Practice Manager and a new receptionist.	<b>Note</b>
<b>3.3</b>	<b>Nurse Practitioner</b>	

	NU informed the PPG that WHC have a Nurse Practitioner that has her own clinic all day every Friday. Also one of WHC' s Practice Nurse is being trained to be a Nurse Practitioner.	<b>Note</b>
<b>3.4</b>	<b>Foundation Doctors/Medical Students</b>	
	NU advised the PPG that in addition to all the regular clinicians WHC also have an F2 doctor all year round, supervised by the senior GPs. All F2s are very thorough and sees patients on a daily basis. WHC also have 5 <sup>th</sup> Year Medical Students overseen by the senior GPs to assist patients.	<b>Note</b>
<b>4.0</b>	<b>Clinical Talk</b>	
<b>4.1</b>	<p><b><u>Subject: Cramps in the Leg</u></b></p> <p>NU gave a talk on the above subject. NU explained that leg cramp is a pain that comes from a leg muscle. It is due to a muscle spasm, which occurs when a muscle contracts too hard. It usually occurs in a calf muscle, below and behind a knee. The small muscles of the feet are sometimes affected too.</p> <p>Leg cramps are common and the cause is not known in most cases. However, some medications and diseases sometimes cause leg cramps. Information leaflets were distributed amongst the PPG members to help for a better understanding of the subject.</p> <p>The following were discussed:-</p> <ul style="list-style-type: none"> <li>• Who has leg cramps?</li> <li>• What causes leg cramps?</li> <li>• Secondary causes</li> <li>• Treatment for a leg cramps</li> <li>• Prevention of leg cramps</li> </ul> <p>All the above were discussed.</p> <p>The PPG found the talk very constructive and informative.</p>	<p><b>Note</b></p> <p><b>Note</b></p> <p><b>Note</b></p>
<b>5.0</b>	<b>AOB</b>	

5.1	<p><b><u>Social Prescribing</u></b></p> <p>JA enquired about the above prescribing method and if WHC used this system. NU explained that this is a new method and will be discussed in the clinical meeting. NU reassured JA that after explaining the benefit of using this method she is confident that all clinicians will start using this.</p>	Note
5.2	<p><b><u>Practice Pharmacist</u></b></p> <p>After discussing about the complaints that the PPG have been having with Woodlands Pharmacy with regards to their repeat prescriptions, NU reassured them that the practice pharmacist is on board. She keeps an eye on Woodlands Pharmacy repeat prescriptions' requests. NU also advised them that Woodlands Pharmacy opens long hours and that's an advantage with regards to other pharmacies. JL advised that she was run out of medication and had to join the other pharmacy. RM said that every two months when she checked her repeat prescriptions there are items that she has requested to be cancelled were still in the repeat list. NU reassured the PPG that she will feed back those queries to Woodlands Pharmacy.</p>	Note
6.0	<b>Date of Next Meeting</b>	
6.1	Monday 02 March 2020 Time: 6:30pm Venue: Woodlands Health Centre	Note

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

DATE	DAY	MONTH
02.03.2020	MONDAY	MARCH
01.06.2020	MONDAY	JUNE
07.09.2020	MONDAY	SEPTEMBER
07.12.2020	MONDAY	DECEMBER