

<b>Name of Meeting: Patient Participation Group Meeting</b>			
<b>Meeting date</b>	03/09/2018	<b>Minutes reference</b>	<b>No.19</b>
<b>Special provisions</b>	None		



### Attendance

Oluchi Uduku	<b>OU(Chair)</b>
Mel Nohur	<b>MN(Minutes)</b>
Reita Mohamed	<b>RM</b>
Genora Leachman	<b>GL</b>

### Apologies

Barbara Veale	<b>BV</b>
Alexandra Humphrey	<b>AH</b>
Ngozi Uduku	<b>NU</b>
Adetayo Adeola	<b>AA</b>
James Campbell	<b>JC</b>

<b>1</b>	<b>Introductions</b>	<b>Action</b>
<b>1.1</b>	OU welcomed all attendees. Introductions and apologies were noted.	<b>Note</b>
<b>2</b>	<b>Minutes of the Last Meeting</b>	
<b>2.1</b>	Read and agreed	<b>Note</b>
<b>3</b>	<b>Update on events at the surgery</b>	
<b>3.1</b>	<p><b><u>Flu Season Update</u></b></p> <p>OU informed the PPG that the Flu Clinic day has been booked for 15 September 2018. The two Practice Nurses and the Health Care Assistant will be on board hoping to get as much patients vaccinated as possible on that day.</p>	<b>Note</b>
<b>3.2</b>	<p><b><u>New Training for receptionists</u></b></p> <p>OU updated the PPG that WHC has booked training for receptionists and all staff to attend in October/November 2018. OU stated that she hoped that these new trainings will help the receptionists to be more effective. The PPG agreed</p>	<b>Note</b>

	that the receptionists were doing well.	
<b>3.3</b>	<b><u>Minor Surgery</u></b>  OU informed the PPG that Dr Quastel, one of WHC's regular locum GP will provide Level 1 Minor Surgery services (Joint Assessment; (knee and shoulder injections) on the last Thursday of every month commencing on Thursday 27 September 2018 at WHC. Also other minor surgery such as removal of skin tags will be performed at WHC and OU will update the PPG once a starting date has been finalised.	<b>Note</b>
<b>4</b>	<b>Discussion on additional improvements to be made at the practice</b>	
<b>4.1</b>	<b><u>Practice Improvement Works</u></b>  OU informed the PPG that finally WHC has received the go-ahead from NHS England to improve the practice with particular reference to Infection Control. OU showed the PPG the work plan and explained that the actual improvement work will happen within the building with slight external alterations. The waiting area will be made a lot larger in size and the reception area will reduce in size. There will be a little room within the waiting area for patients to do their own BP checks, weight and height. NHS England provided 2/3 <sup>rd</sup> of funds and WHC will provide 1/3 <sup>rd</sup> to complete the work. The building work will be phased. Start date has been planned for the 1 <sup>st</sup> week of October 2018 and completion date will hopefully be 15 <sup>th</sup> February 2019.	<b>Note</b>
<b>5</b>	<b>Clinical Talk</b>	
<b>5.1</b>	No clinical talk was delivered as the clinician was involved in an emergency.	<b>Note</b>
<b>6</b>	<b>AOB</b>	
<b>6.1</b>	GL advised that she finds that there are more choices when booking appointments. This has become more easier now. OU explained how to book online appointments. They are released at 9 pm and 10 pm at night for patients to book themselves.	<b>Note</b>
<b>6.2</b>	RM agreed that online access system makes booking appointments easier but she was wondering about elderly patients who might not have computers at	

	home. OU explained that WHC have a special protocol regarding elderly and children. They are seen with or without an appointment booked.	<b>Note</b>
<b>7</b>	<b>Date of Next Meeting</b>	
<b>7.1</b>	Monday 03 December 2018 Time: 6:30pm Venue: Woodlands Health Centre	<b>Note</b>

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

<b>DATE</b>	<b>DAY</b>	<b>MONTH</b>
<b>03.09.2018</b>	<b>MONDAY</b>	<b>SEPTEMBER</b>
<b>03.12.2018</b>	<b>MONDAY</b>	<b>DECEMBER</b>
<b>04.03.2019</b>	<b>MONDAY</b>	<b>MARCH</b>