

Name of Meeting: Patient Participation Group Meeting			
Meeting date	03/12/2018	Minutes reference	No.20
Special provisions	None		



Attendance

Mahazu Yisa	MY (Chair)
Mel Nohur	MN(Minutes)
Reita Mohamed	RM
Genora Leachman	GL

Apologies

Barbara Veale	BV
Alexandra Humphrey	AH
Ngozi Uduku	NU
James Campbell	JC
Oluchi Uduku	OU

1	Introductions	Action
1.1	MY welcomed all attendees. Introductions and apologies were noted.	Note
2	Minutes of the Last Meeting	
2.1	Read and agreed	Note
3	Update on events at the surgery	
3.1	<p><u>Online Booking</u></p> <p>MY informed the PPG that over 30% of patient uses the online booking at WHC. This has been a great help for patients. The appointments are released at 9 pm and 10 pm at night for patients to book themselves. To have access to online booking patients are required to come to the surgery with a photo ID and ask to be registered for online booking.</p>	Note

<p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p>	<p><u>Online Medical records</u></p> <p>PPG asked if they can view their results online. MY explained that patients can have accessed to their medications, a summary of their records and their appointments.</p> <p><u>In house Pharmacists</u></p> <p>MY also informed the PPG that WHC have pharmacists which patients can book appointments with. These pharmacists are here to help with medication queries.</p> <p><u>In house Psychologists</u></p> <p>A psychologist will be starting soon at WHC and will be seeing patients once a week. These appointments are accessible online and patients can book themselves.</p> <p><u>Nurse Practitioner</u></p> <p>WHC also have a Nurse Practitioner who practices alongside doctors and sees patients every Fridays.</p>	<p>Note</p> <p>Note</p> <p>Note</p>
<p>4</p>	<p>Discussion on additional improvements to be made at the practice</p>	
<p>4.1</p>	<p><u>Practice Improvement Works</u></p> <p>MY informed the PPG that building work was well underway here at WHC. Part of the work has already been completed. The major building work at the reception and the waiting areas are scheduled to start by the New Year. 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. The work is due to be completed by spring 2019.</p>	<p>Note</p>
<p>5.0</p>	<p>Clinical Talk</p>	

5.1	No clinical talk was delivered.	Note
6.0	AOB	
6.1	The PPG were enquiring about having more members attending the meeting. RM and GL advised that may be WHC should make special invitations to encourage patients joining the meeting. MY advised that he will enquire with OU how to encourage PPGs to attend.	Note OU
7.0	Date of Next Meeting	
7.1	Monday 04 March 2019 Time: 6:30pm Venue: Woodlands Health Centre	Note

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

DATE	DAY	MONTH
04.03.2019	MONDAY	MARCH
03.06.2019	MONDAY	JUNE
02.09.2019	MONDAY	SEPTEMBER
02.12.2019	MONDAY	DECEMBER