

Name of Meeting: Patient Participation Group Meeting			
Meeting date	04/06/2018	Minutes reference	No.18
Special provisions	None		



Attendance

Oluchi Uduku	OU(Chair)
Mel Nohur	MN(Minutes)
Adetayo Adeola	AA
Ngozi Uduku	NU
Reita Mohamed	RM
Alexandra Humphrey	AH
Genora Leachman	GL

Apologies

Barbara Veale	BV
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1	Introductions	Action
1.1	OU 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	OU informed the PPG that at the moment WHC does not have any new events to be updated. WHC are currently running smoothly with all the new events updated at the last meeting.	Note
4	Discussion on additional improvements to be made at the practice	
4.1	With regards to the new funding that LEWCCG have agreed to offer the practice to renovate the building there have not been any new updates so far. OU explained that WHC have sent all the paperwork to NHS England and are now awaiting a positive outcome. OU will keep the group updated as the reconfiguration plans progress.	Note OU

5	Clinical Talk – Constipation	
5.1	<p>NU gave a talk on the above subject. NU explained that constipation is a common illness which can affect people of all ages.</p> <p>The following were discussed:-</p> <ul style="list-style-type: none"> • Causes of constipation • Symptoms of constipation • Self-treatment • Constipation in babies and toddlers • How a pharmacist can help with constipation • Complications of long-term constipation <p>Questions were asked and answered.</p> <p>The PPG found the talk very constructive and informative.</p>	<p>Note</p> <p>Note</p>
6	AOB	
6.1	<p><u>Appointment booking system</u></p> <p>AH asked how the appointment booking process works on a daily basis. She reported that her husband’s inhaler was run out and he had been waiting in the queue before 8.00 in the morning to be able to get an appointment to see a doctor for a prescription. When it got to his turn there were no more available appointments. NU explained the following to AH.</p>	<p>Note</p>
6.2	<ul style="list-style-type: none"> • Two receptionists work at the front desk at peak hours especially in the mornings and offer appointments to all patients on the queue for the Drop-In Clinics. They also try to address any queries from these patients. At the same time the telephones are being answered by back-office staff. 	<p>Note</p>
6.3	<ul style="list-style-type: none"> • Online appointment bookings are mainly created for commuters to facilitate an appointment but sometimes they are used by other patients as well when available. 	
6.4	<ul style="list-style-type: none"> • Asthma sufferers should book an appointment for an asthma review and that will help them control their medication. 	

6.5	<ul style="list-style-type: none"> We do not turn away children and the elderly, however we are encouraging all patients to register with Patient Access. This will enable them book their appointments online and avoid queues on the telephone and outside the surgery. 	Note
6.6	<p>NU also explained that OU and the Practice Manager are working on making quite a few appointments available. The surgery has additional clinics on Saturdays and evening surgeries.</p> <p><u>Telephone consultations</u></p>	
6.7	<p>RM enquired about the above. OU explained that they are mainly for investigations such as blood test results, ultrasound results etc., but patients can request telephone consultations for other queries if appropriate.</p>	Note
6.7	<p>RM explained that when she called the surgery she was answered by a very unhelpful receptionist and found it very unprofessional. The Practice Manager did call RM back to clarify things but RM did not find the Practice Manager too helpful either. NU asked OU to discuss this at the receptionist's meeting. OU explained that all WHC receptionists have been trained on customer services but clearly further training is required and this will be addressed. NU apologised and explained that this receptionist has left Woodlands Health Centre.</p>	
6.8	<p>AH asked if she can help in anyway with regards to Patient Participation Group. OU advised that AH can help with surveys etc. OU will contact AH to discuss the practice needs in more detail.</p>	OU
7	Date of Next Meeting	
7.1	<p>Monday 03 September 2018 Time: 6:30pm Venue: Woodlands Health Centre</p>	Note

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

DATE	DAY	MONTH
03.09.2018	MONDAY	SEPTEMBER
03.12.2018	MONDAY	DECEMBER
04.03.2019	MONDAY	MARCH

