

Patient Participation Group (PPG) Meeting 16-06-2015

Wanstead Place Surgery

Attend 11 – Paul, Helen, Raymond, Jan, Adrienne, Lila, Sheila, Dr Mohankumar, Deborah, Jo, Christine,
Apology 4 – Chris, Sheldon, Doreen, Parmeet, Mike

- 1) Welcome to all and thanks for attending. Apologies given. Rita has resigned. Card to be sent.
- 2) Minutes from last meeting. Taken as read.
- 3) Accounts – Muriael to provide at next meeting as not in attendance.
- 4) Matters arising from minutes
 - a. **Themed meeting funding. Dr Paepre to talk to a drugs rep.**
 - b. Phone message to include statement to suggest booking appointments online. September.
 - c. **Nurse / Healthcare assistant. Still struggling to recruit. Street life suggested. Dr Paepre to send advertisement to Paul to get on Wanstead websites. Dr Mohankumar to chase.**
 - d. **Online prescriptions. Takes longer than requesting. 4 days to accept and 2 days to get to pharmacy. No reason. Adrienne investigated.**
 - i. **Dr Mohankumar knows there is a problem and will bring up with others. He and Dr Paepre are only ones doing online prescriptions.**
 - ii. **On computer states requested then accepted but not gone to pharmacist. Dr Mohankumar to follow up with patient access**
- 5) Newsletter – Still being edited
 - a. Parking in
 - b. Newbury Park/Barkingside Hub Healthbridge
 - c. Copy to be approved by Doctors
- 6) Patient Participation Week – Paul had to work and no others attended
- 7) Wanstead Hospital
 - a. **Mike to speak to Paul to write a letter. Dr Paepre agreed it could be from the practice too.**
 - b. Galleons and Heronwood, Doctors had received no updates
- 8) Any other Business
 - a. Wanstead & Woodford Locality Meeting
 - i. TB is greater in Redbridge than anywhere else in London. Raymond to send a copy.
 - ii. Update on Newbury Park & Fairlop hub. Must have appointment first. Open on Sat and Sun. Could the phone number go on the website and answer phone?
 - iii. Podiatry and Chiropody at Hainault. Waiting over 6 months. Sarah Hayes advised being reorganised.
 - iv. Podiatry in Wanstead being closed?
 - v. Blood testing, Sarah Hayes advised that from Wanstead & Woodford can get to King George Hospital within 10 minutes. Raymond disputed strongly. **But can we have in the surgery?**
 - b. Parking. Consultation letter sent to community.
 - i. Not seen by the surgery.
 - ii. **When or where is the report being presented? Adrienne to research.**
 - c. Ultrasound can be referred to Whipps Cross Hospital
 - d. Whipps Cross Hospital
 - i. Consultant letters not getting through to Surgery
 - ii. Symptom A investigated, found need Symptom B first. Not referred back for Symptom A. could have serious implications.
 - iii. Admin bad