

Patient Participation Group (PPG) Meeting 01-04-2015

Wanstead Place Surgery

Attend 11 – Paul, Parmeet, Helen, Raymond, Mike, Jan, Adrienne, Lila, Dr Paeprer, Sheila, Chris

Apology 4 – Rita, Christine, Sheldon, Deborah, Jo

- 1) Welcome to all and thanks for attending. Apologies given.
- 2) Minutes from last meeting. Date of last meeting 25/11. Half hour free parking. Corrected and taken as read.
- 3) Accounts – Muriael to provide at next meeting as not in attendance.
- 4) Matters arising from minutes
 - a. Website Amendments updated. Now done.
 - b. Newsletters. Believe reprinted as e-mails requesting to join mailing list.
 - c. Internet appointments. Two sections General Appointments and Pre Bookable. Caused by changing appointments.
 - d. Themed meeting funding. Dr Paeprer to talk to a drugs rep.**
 - e. Phone message to include statement to suggest booking appointments online.**
- 5) Friends and Family Test. You are asked to rate the surgery and if you would recommend. Dr Paeprer showed the cards that are to be filled in. No significant comments so far. Mainly positive.
- 6) Patient Participation Week 1-6 June. Dr Paeprer agreed that on 1st June from 3.30pm we could get patients to fill out Family and Friends cards, hand out newsletters and collect e-mail addresses to send out future newsletters.
- 7) Wanstead Hospital
 - a. Redbridge Council sent a letter to Secretary of State and it was completed wrongly so was returned.
 - b. New meeting on April 9th of the Health Overview Committee.
 - c. Staff have been told facility is closing in September! Mike is inspecting shortly in dif capacity.
 - d. Mike to speak to Paul to write a letter. Dr Paeprer agreed it could be from the practice too.**
 - e. Paul had received survey about blood service but referred to a report which he requested.
- 8) Any other Business
 - a. Scans / In Health Helen said that they don't seem to be coordinated but In Health have lost Ultrasound Contract. If appointment is not received should follow up direct or ask receptionists.
 - b. Newsletter. Lila stated what had been suggested. Other suggestions given were, last CQC report, Healthbridge Direct and System of getting an appointment.
When finished place a copy on the notice board.
 - c. Currently have about 8500 patients for the 4 doctors / 2 registrars (now with us for 12 months)
 - d. Nurse / Healthcare assistant. Still struggling to recruit. Streetlife suggested. Dr Paeprer to send advertisement to Paul to get on Wanstead websites.**
 - e. Diabetic clinic is advertised to applicable people when they visit.
 - f. PRG report was signed off by Paul on behalf of the group along lines of discussions at last meeting. Has been added to the website (Phones/Nurses/Opening Hours)
 - g. Online prescriptions. Takes longer than requesting. 4 days to accept and 2 days to get to pharmacy. No reason. Adrienne to follow up with patient access.**