

Patient Participation Group (PPG) Meeting 21-01-2015

Wanstead Place Surgery

Attend 13 – Jo, Paul, Deborah, Parmeet, Helen, Raymond, Mike, Jan, Adrienne, Sheldon, Andrew, Lila, Dr Paepre
Apology 4 – Sugra, Rita, Muriael, Chris.

- 1) Welcome to all and thanks for attending. Apologies given.
- 2) Minutes from last meeting. Lila missing from attendees. Corrected and taken as read.
- 3) All officers resigned
- 4) Election of Paul (Chair), Muriael (Treasurer)
- 5) Accounts – Muriael to provide at next meeting as not in attendance. £100.66 in bank.
- 6) Matters arising from minutes
 - a. NHS Choices Surgery website. Good and Bad reply suggested previously. Practice now decided that it was not a forum for discussion.
 - b. Website Amendments Paul sent. Dr Paepre will hand to Sheree.
 - c. Newsletters. Need to be reprinted. Copy is on surgery website. Dr Paepre to investigate.
 - d. Internet appointments. Two sections General Appointments and Pre Bookable. Drs to sort.
 - e. Shed and back garden completed.
 - f. Themed meeting funding. Dr Paepre to talk to a drugs rep.
- 7) Parking
 - a. Full council meeting attended by Adrienne and Paul spoke on behalf of group.
 - i. Proposal was put to the meeting for the gravel to have removed the 11-12 restriction and put in pay and display with first half hour free.
 - ii. Council voted for proposal to be put to consultation
 - iii. Thanks to Adrienne for fighting the case.
- 8) Friends and Family Test. You are asked to rate the surgery and if you would recommend. Currently online but will be in the surgery.
- 9) Wanstead Hospital
 - a. Mike & Jo went to meeting about closure proposal. Decided to close but Redbridge Council scrutiny committee can refer to Secretary of State. Give more time to fight cause. Meeting of Council is on Monday.
 - b. Dr Paepre reaffirmed that the Doctors at our practice are totally against the closure.
 - c. Blood testing and Physio being handled separately but a survey is being carried out about where people would like to have their blood tested
- 10) Electronic Prescriptions – Now ok
- 11) Booking Internet Appointments. Notices displayed and on website. Included in new brochure. Lila suggested a message on the phone. Dr Paepre to look at.
- 12) Any other Business
 - a. Text message reminders have been discontinued as NHS England won't pay for funding and didn't tell the surgery.
 - b. Locality Meeting. Only 2/3 surgeries are turning up. Funnels info through to CCG. Influential if there.
 - c. Renew membership (£40) to NAPP.
 - d. Telephone system is up for renew in September. Surgery are negotiating to get a queuing system with the current number.
 - e. Prescriptions are going to the wrong pharmacists. Keep eye on as should not happen as all sign for.
 - f. PRG Highest Priorities for surgery. Discussed inc GP Patient Survey
 - i. Telephone System. Queuing system requested. Contract currently being looked at for renewal in September.
 - ii. Weekend Opening. Whilst in the past this was an underutilised service it is still heavily requested. Healthbridge Direct is an organisation owned and run by Redbridge GP's, using money from Prime Ministers Challenge Fund. Money used to fund appointments in Newbury Park (Evenings and Saturday PM)
 - iii. Nurses
 - iv. Getting an appointment. 3 GP registrars and additional Healthbridge appointments
 - v. Parking