

# Patient Participation Group (PPG) Meeting 15-08-2018

## Wanstead Place Surgery

Attend – Paul, Raymond, Adrienne, Deborah, Lila, Jan, Dr Paerprer  
Apologies – Chris K, Helen

- 1) Welcome to all and thanks for attending.
- 2) Minutes from last meeting. Taken as read.
- 3) Matters arising from minutes
  - a. Blood tests
    - i. Locations or link to be put on Internet. **Dr Paerprer to ask Kathy to find out**
    - ii. Cut off much earlier than finish time. Raised in locality meeting. **Awaiting response.** GP Alert about Wanstead raised as getting worse. Sometimes there are only 2 phlebotomists with cut offs 2 hours early as they are contracted to do a certain number. **No response yet. Dr Paerprer to keep following up.**
  - b. Medicines cost savings. Item in newsletter. It had been seen that pharmacists were saying that certain items were not allowed when Drs had already used their discretion. **Dr Siddiqui to follow up with local pharmacists.**
  - c. Poster with pictures of staff good idea. Name badges ordered. **Dr Paerprer to action.**
  - d. Website says reception open to 7pm on Friday. Completed
  - e. On phone app you cant tell if Dr is Male or female. Website changed day after our meeting
  - f. TV came from CCG. Paul investigated how adverts and volume differential can be changed. Still an issue. **Dr Paerprer to ask Sheree if now have full instructions.**
  - g. Another opportunity to get funding for surgery extension. Letters required from MP, PPG. Paul and Mike arranged. Meeting requested with CCG who are not supporting. CCG want surgery to move in medium term to old Wanstead Hospital site which we are against. PPG offered to attend meeting.
  - h. Whipps Cross development. Need to have a Redbridge GP representative. Dr Paerprer asked at GP locality group. Nobody really interested, no positive feedback
- 4) Defibrillator
  - a. No update from Redbridge Council yet. Annoucement expected soon. Hopefully one in Wanstead.
  - b. TV programme said there should be a database where all the defribulatirs are sited.
  - c. May be one at Clinic in Wanstead Place. Deborah advised there is one.
- 5) There will be a training element.
- 6) Health Advocates
  - a. Mike has heard of something called the Kings Fund which help Barts with Collaborative Pairings for Barts. **Mike to find out**
  - b. Paul to contact NAPP. Not responded. Application form handed over for renewal. **Sheree to pay.**
  - c. Expert Patient Courses. **Mike to ask about.**
  - d. Expert patient courses at South Woodford Clinic (Rhonda?) **Paul to investigate**
- 7) Getting Connected. Previous concerns that this process is difficult. Sheila produced a sheet on her findings using Patient Access (Two others available). Process took an hour with Dr Siqiqi; both had not found the process easy. Took half an hour to complete initial registration. **Paul to contact Patient Access.**
- 8) Any other Business
  - a. Adrienne reported that new local councillors want to help us. She has been talking to Councillor Jo Blackman about Defibrulators she suggested to invite Councillor Daniel Morgan-Thomas to next meeting. He is on the Health Scrutiny Panel.
  - b. Patient development plan to include Carers. Forms to be given to patients so surgery can identify and assist. **PPG to get patients to fill in forms.**
  - c. Are there free first aid courses available so we can promote? **ALL**
  - d. There are now four trainee GPs at the surgery
  - e. Newsletter. Thanks to Lila for editing and producing. Paul and Adrienne writing articles.