

# **Patient Participation Group (PPG) Meeting 11-08-2015**

## **Wanstead Place Surgery**

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

- 1) Welcome to all and thanks for attending. Apologies given.
- 2) Minutes from last meeting. 4) d. ii replace Adrienne with Dr Mohankumar 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. Advised not possible.
  - b. Nurse / Healthcare assistant. New nurse on Fridays but only temporary. Once we have more room access to have a permanent nurse.
  - c. Online prescriptions. Takes longer than requesting. 4 days to accept and 2 days to get to pharmacy. No reason. Adrienne investigated. Now improved and Doctors more aware of delay.
  - d. Blood testing in Surgery? Not at this stage due to limited space.
- 5) Newsletter – Check confirmed yesterday and will be issued shortly.
- 6) Fit 4 Fun
  - a. Offer of 20 weeks free exercise class
  - b. No suggestion of a particular aim but all agreed that we should apply. Only issue is hall to use as surgery sitting area is too small.
- 7) Access Issue Resolution Service – Any issue in Barts Health Trust ring 020 7377 7074 or email [bhnt.airs@nhs.net](mailto:bhnt.airs@nhs.net)
- 8) Wanstead and Woodford hub
  - a. Based at Southdene Surgery, South Woodford through Heathbridge.
  - b. Phone 020 3770 1888 for an appointment
  - c. Open M-F 6.30pm - 10pm, Sat 9am – 5pm, Sun 9am – 1pm
  - d. WPS is allocated 4-5 appointments per day, averaged.
- 9) Wanstead Hospital – Heronwood and Galleons closing at the end of Sept.
- 10) Whipps Cross Hospital. Administration not good. Written to MP but received no response so far. Barts open day to be announced.
- 11) Any other Business
  - a. Blood Testing, There are no specific proposals to move the testing and physio.
  - b. Online prescriptions, can patients be told there will be a 10-15 minute wait for them to get through to chemists?
  - c. DNA, still happening but not so bad
  - d. Paul to speak to Muriel about accounts
  - e. Receptionists receiving abuse
    - i. Culprits are referred to Sheree and written to.
    - ii. Warned and if it happens again could be struck off