

Willesden Green Surgery Patient Participation Group

13th September 2018

2:00pm – 3:35pm

Agenda:

2:00 – 2:15 pm	Arrival and registration
2:15 – 2:20 pm	Welcome and introductions
2:20 – 2:30 pm	Minutes of last meeting <ul style="list-style-type: none">• Any issues arising
2:30 – 3:00 pm	PPG short talk (videos) <ul style="list-style-type: none">• Online Consultations• Nutrition: diet and exercise
3:00 – 3:15 pm	Surgery Updates <ul style="list-style-type: none">• Saturday clinics
3:15 – 3:30 pm	Open space
3:30 – 3:35 pm	Wrap up and next meeting <ul style="list-style-type: none">• January 2019

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Minutes:

Item	Discussion	Action
1.	<p>Welcome</p> <ul style="list-style-type: none"> Welcome and introductions. The group were introduced to Susan Abraham as the Chair. 	
2.	<p>PPG short talks</p> <p>Watched short videos on Summary Care Records and antibiotic use. Discussed amongst the group. Most of the group also signed a form to have their NHS Summary Care Record with additional information available to other healthcare services when required.</p>	Next short talk: TBC
3.	<p>Surgery Updates</p> <ul style="list-style-type: none"> New GP starting next month: introduced Dr R Najim to the group. Will be available for two sessions/ week. From June 2018. CQC report went well; awarded a rating of 'good' in all areas. Huge thanks to the PPG members who attended to speak with the inspector! Making the practice dementia friendly: entrance to the toilet and driveway has been painted red. Induction hearing loop is now available for patients. Can be requested at reception/ during consultation with the dr/nurse Free WiFi has been installed at the practice for patient use. Log in details are displayed on the poster. 	<p>To also get a red toilet seat.</p> <p>To put up a posted indicating that there is an induction loop present.</p>
4.	<p>Open Space</p> <ul style="list-style-type: none"> Some of the group expressed their frustration that it is difficult to get through via telephone and that lines are always engaged. They have also expressed concern that the answering machine sometimes plays during surgery opening hours. Enough reception staff to deal with calls and patients? Discussed having two reception staff on duty whenever there are two GPs present. 	<p>We are in talks with BT to change the telephone system introduce a queuing system, to ensure all patients can get through to the surgery when needed. The answering machine being played is a technical fault and should now be fixed.</p>
5.	<p>Next meeting</p> <ul style="list-style-type: none"> To be held at 2pm on Thursday 13th September 2018, at Willesden Green Surgery. Wafa Gassam to chair the next meeting. 	