

Willesden Green Surgery Patient Participation Group
Minutes: 5th September 2019
2:00pm – 3:00pm

Item	Discussion	Action
1.	<p>Welcome</p> <ul style="list-style-type: none"> • Welcome and introductions. • Chair: Fr. Martin M • The group were given time to review the minutes of the last meeting minutes agreed as correct. 	
2.	<p>PPG short talks</p> <ul style="list-style-type: none"> • Susan Daley (Sukie) introduced herself and her new role at the surgery as a social prescriber. • Dr Najim gave a short talk on diabetes. Looking to invite diabetic patients in the coming year for a meeting to discuss diet and lifestyle (dietician or diabetic specialist to lead the meeting). 	
3.	<p>Surgery Updates</p> <ul style="list-style-type: none"> • New signs outside the surgery • New telephone system now up and running. The group liked the new system, agreed that it was an improvement and found it easy to use. However, they did express that they found the welcome message was too long. Also commented that they sometimes need to wait a while before they get through to a receptionist. • The surgery WiFi is working again. To connect, select 'NHS_Wifi' and follow the instructions. • Large increase in the number of telephone consultations (three extra clinics a week). The group gave very good feedback on this. • We now have social prescriber clinics at the surgery every Thursday afternoon. If anyone thinks they, or someone they know will benefit from the clinic, they can let a member of the surgery team know. 	<p>-Cut down message length. -Audit telephone waiting times</p>
5.	<p>Open Space</p> <ul style="list-style-type: none"> • Online registrations – explained the process of registering via our website, willesdengreensurgery.nhs.net • Dr Rana will be back at the surgery on 10th September 2019, with two clinics a week. This will increase the number of GP sessions provided to 20/week, which should hopefully decrease waiting times further. • Discussed possibly getting a 'check-in' machine so patients can check themselves in when they arrive for an appointment. • Discussed medication that can be bought over the counter (OTC). • Patients happy with text messaging service. Currently patients receive texts with appointment reminders. Discussed also sending warning text to patients who do not attend their appointments without cancelling. • The group also expressed preference for having the TV on in the waiting room. • Dr Najim is currently booked one month in advance. To look into ways to decrease waiting times for apt with him. 	<p>To look into costs etc. Put OTC poster up. Ensure pt numbers up to date. Ensure the TV is turned on daily.</p>

	<ul style="list-style-type: none"> • Flu jabs available from the end of September for all patients in at risk groups. • There is no longer an intercom at reception and it can be difficult for receptionists and patients to hear one another through the screen. • The group queried the increase in staff and patients and what this means for the surgery with regards to space. Explained that we are looking to expand the space available, possibly getting a new premises. 	Look into installing an intercom
6.	<p>Next meeting</p> <ul style="list-style-type: none"> • To be held at 2pm on Thursday 16th January 2019, at Willesden Green Surgery. • Wafa H to chair the next meeting. • Farideh N offered to stand in as back-up Chair. 	