

Minutes of Patient Participation Group (PPG) meeting
Held at 11am on 10th December 2015

IN ATTENDANCE: VH, JL, AJ, MS, SK, BL, SP, TR, NN, FS, GS, JN, DD'N, W-HL, SD.

1. Welcome & Apologies

AJ opened the meeting and welcomed all. No apologies given.

2. Viliam introduced Professor Stanley Davies, Project Co-ordinator for Outings for Older south Londoners (OOSL).

Stanley gave an update on how OOSL worked and asked if the group would allow OOSL to advertise and display notices through our group, it was decided to do this by the raising of hands in full agreement.

3. Practice Update

- VH notified the group that all members now wore name badges which were purchased through a charity. VH will supply all PPG members with a name badge.
- The practice had a thorough deep clean.
- Basement flooded due to building work next door, Thames Water pumping out water at night.
- Premises have a new landlord, but Practice has to pay for work done as this is in the contract.
- New phone system should be up and running in January 2016.
- The new GP is now leaving due to family commitments, a Locum will be employed to cover until new GP employed.

4. David Del'Nero joint chair of Streatham PPG Network

David gave a talk on how the Streatham PPG Network works with other groups in Streatham and with Lambeth PPG Network and with Lambeth CCG.

CCG will pay for and install TV's for each Practice in Lambeth; these TV's will display information on the Practice, information on what is happening in Lambeth and Health & Wellbeing information.

5. Wai Ha Lam from Lambeth PPG Network

- Wai Ha outlined her role at Lambeth PPG network.
- AGM was held on 9th December with a great turnout.
- Wai Ha told group of the Legal Status the group is aiming for, David is on the Board of Directors.
- A PPG 'Toolkit' is being produced for all Practices to use who wish to form a PPG group. This will soon be available on the new web site and as a hard copy.

Dr Ung joined the group at this time.

6. Any Other Business

Several members asked questions to David and Wai Ha and to Dr Ung.

Ranging from how to get your patient notes corrected if wrong. How to view your notes online. A Kings Fund Video on 'How the NHS Works' is available on line.

FS was frustrated on several issues that the Practice has remedied or is looking into.

All 15 members and visitors enjoyed a Christmas lunch provided by the Practice.

The meeting closed at 1.15pm.

Next Meeting: Tuesday 15th March at 10.30am, 4th Floor.