

Minutes of Patient Participation Group (PPG) meeting
Held at 2.00pm on 24th March 2015

IN ATTENDANCE: VH, JL, AJ, BL, MS, LM, SK.SL, PB, Wai Ha Lam

1. Welcome & Apologies

AJ opened the meeting and welcomed all. No apologies given

2. Minutes of meeting held on 3rd February

Minutes agreed and accepted as correct after BL should have been in apologies not attendance.

3. 'Warm in Winter' event 17th February Update

AJ reported that the event was very successful and attended by 16 patients and 3 carers. 2 patients said they would join the PPG.

AJ thanked BL, MS, SL & SK for their help on the day.

4. Lambeth PPG Network

AJ introduced Wai Ha Lam the new Lambeth PPG Development Worker to the group.

Wai Ha outlined her role and how she would help existing and new PPG's become more active and influential in their practices. Wai Ha is on secondment from Lambeth Healthwatch.

1-6th June will be PPG Network Awareness Week, further details to be released.

22nd April Lambeth PPG Network meeting at 336 Brixton Road, 3 members from each PPG can attend; please let Wai Ha know the numbers.

5. Dementia Friends Workshop 25th March at 10am Baldry Gardens

This session has been postponed; we are awaiting a new date.

6. Streatham PPG network update

The Streatham PPG Network are still awaiting the outcome of their application for TV Monitors for the 8 Streatham surgeries who attend the group.

7. Streatham Hill Group Practice Update

VH reported the following:

- Laura a qualified nurse has joined the practice part time and is at present training for this role.
- Florence the practice nurse is taking the bloods at present.
- New blinds have been fitted at each window; these blinds comply with infection control protocol requirements.
- Also new door hooks have been fitted to each door.

8. The Enhancement Grant for the Practice

Much discussion took place on how we should correctly complete the application form so that we could produce a successful application to obtain this year's grant for the practice.

The PPG has to sign off the completed application and submit to the CCG by 31st March.

9. Any Other Business

BL brought up the ongoing subject of the poor telephone system at the practice. Much discussion took place on this subject which has been ongoing for the whole time that the PPG has been meeting. The non-answering of the phone for emergency appointment slots has caused patients to come into reception to book these slots causing phone patients when they eventually get through to find the slots already filled.

VH assured the group that all the phones were now fully manned early morning to take these calls. It was agreed that the outdated system needs to be urgently replaced.

Several quotes are being obtained to put before the practice GP's for consideration.

10. The meeting closed at 4pm

11. **Date of next meeting:** Tuesday 14th April at 10.30am.