

GPs'

Dr. Ian Ung
 Dr. Grazyna Pudlowska
 Dr. Laura Pariente



Dr. Jayanthan Manoharan
 Dr. Gnanodini Divaharan

Patient Participation Group Meeting 09.10.2013

| | DESCRIPTION | ACTION POINTS |
|-------------|---|---------------|
| 1. | WELCOME Attendees & Apologies Present: Maria Simmans (MS), Jeanette Davis (JD), Ann Johnson (AJ), Viliam Holicka (VH) | |
| 2. | Minutes from last meeting Agreed | |
| 3. | Dates of next meetings Next meeting will be held on Wednesday 6 th November 2013 at 3pm and the following meeting will be held on Wednesday 4 th December at 1.30 pm. | |
| 4. | Lift VH informed that the lift is in a working order and it can reach up to 4 th floor now. | |
| 5. AP(1) | Handling Samples A patient made a suggestion to have a container or post box on ground floor where patients' sample can be dropped as some people find it embarrassing to handle it directly to a receptionist. The idea was welcomed by the group. | JD |
| 6. AP(2) | Patients Signs Last week Dr. Divaharan suggested for posters to be displayed in waiting areas and on clinical doors providing the explanation of the Routine and Emergency appointments difference in order to avoid delays in surgery. Chaperone signs also should be displayed inside clinical rooms. VH showed examples of the signs and it was agreed to simplify them. VH suggested to change DNA (did not attend) sign to weekly period as it is easier to imagine the number of missed appointments rather than in monthly period. | VH |
| 7. | Care.data VH informed the group of the new way that clinical data are collected, shared and analysed. Under the power of the Health and Social Care Act 2012, the Health and Social Care Information Centre (HSCIC) can, under certain circumstances, require Personal Confidential Data from GP practices without seeking patient consent. This service has been commissioned by NHS England and will be delivered by the HSCIC. The HSCIC is England's central authoritative source of health and social care information. | |
| 8. | Health Holistic Assessment (HHA) There were nearly 400 patients over 65 years old identified for HHA. It is a complex assessment done by a GP or a nurse, to understand more elderly patients and the right care path can be followed. | |
| 9. | New member of staff JD informed that we have recruited a new receptionist, who is on duty in the mornings. | |
| 7. | Any Other Business | |

Date of next meeting : Wednesday 6th November 2013 3.00-5.00pm