



The Rushey Green  
Group Practice

The Primary Care Centre, Hawstead Road, London SE6 4JH  
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DR JUDY CHEN MRS. GILL SULTAN DR ALBERTO FEBLES

ASSOCIATES: DR SAM SHAW-DR DAVID DAVIES-DR ANJA WILTON - DR ANITA BELGAUMKAR – DR DIL VAHIDOVA  
 DR SYREETA DAW- DR NUALA HALE – DR PETER COPNALL

PRACTICE NURSES: ANN ENRIGHT – YEMISI BROUGHTON – KEMI ODUMALA – STELLA ODESANYA  
 PRACTICE MANAGER: MS ANTONIA MAKINDE

**Patient Participation Group Meeting  
January 8th, 2015 7-8pm**

**Minutes**

1.	<p><b>Present</b>          Patricia Idusogie- Assistant Practice Manager –PPG Lead</p> <p><b>PPG Group</b>          MS,GW,MB,AS</p> <p><b>Apologies</b>          DM, JC</p>	
2.	<p><b>Agenda Items Discussed:</b></p> <ul style="list-style-type: none"> <li>• <b>Welcome</b></li> <li>- <b>Nomination of new PPG Chairman</b></li> <li>- <b>DNA results for November and December</b></li> <li>- <b>The Walk in clinic</b></li> <li>- <b>FFT data</b></li> <li>- <b>Next meeting date</b></li> <li>- <b>Misc</b></li> <li>• <b>Close</b></li> </ul>	PI
3.	<p><b>Welcome</b>          PI welcomed the attendees.</p>	
4.	<p><b>Nomination of a new PPG Chairman</b>          The group was informed that we are still looking for someone to take on the position of the PPG Chairman/woman. The role of the chairman/woman was explained to the group. AS and MS stated that they had candidates that they thought would be good for the role.</p>	PI,AS, MS
5.	<p><b>DNA Results for November and December</b>          The DNA Results for both months was shared with the group. Even though we are seeing a decrease in the DNA figures we are still looking to see lower</p>	PI, MS

DNA figures as the demand for appointments would not be high. MS stated that we needed to get stricter with the DNA offenders. She stated that the policy we have in place was not very effective and that the patients were been giving too many opportunities to DNA. Below are the results that were shared.

MONTH	AVB APPTS	DNA	PERCENTAGE
SEPTEMBER	556 1	434	7.80%
OCTOBER	497 0	517	<b>10.40%</b>
NOVEMBER	5137	365	7.10%
DECEMBER	5732	388	7.74%
JANUARY	4802	332	6.91%

6.	<p><b>The Walk in clinic</b> PI spoke to group about the challenges that we experience with the walk in clinic. PI asked the group to share with the others in the meeting their experiences regarding the walk in clinic. These were the comments that came forth. The Walk in clinic brought about overcrowding of the surgery which in itself was a health and safety issue, the queues of patients waiting was disruptive to the Practice. As a result of the patient's feedback and PPG's feedback the Walk in clinic was stopped.</p>	PI
7.	<p><b>FFT (Friends and Family Test starting December 1<sup>st</sup>.</b> PI Informed the group that the FFT responses were coming in regularly. PI explained that the results will be posted on the web site and PI explained that we were obligated to send the results starting with the month of January to NHS England. PI asked the PPG to remember to encourage patients to fill out the forms or send a response by text as this feedback is very important.</p>	PI
8.	<p><b>MISC</b> One of the complaints that was brought forth at the PPG meeting was that patients are having to wait over an hour to be seen by their GP. MB stated that both times she showed up for her appointment she was not seen until after 1 hour. MB stated that she is not allowed to be more than 10 minutes late but a GP is late by over an hour. She would like to see this managed better. The second complaint that was brought forth was the fact that many of them are finding it impossible to reach the surgery by phone. MS stated that she tried to reach the surgery for 1 hour and she was not able to get through. MS suggested that we get more staff or stop taking registrations for new patients. GW asked if we were thinking of getting a new BP machine as the one we had was very useful. I explained to the group what happened to the previous BP machine that was in the waiting area, that the machine has been destroyed due to the children using it as a toy. I also explained that it was very costly and I also asked the group how do we prevent the machine from been destroyed. Some suggested that the machine is placed in closed off</p>	MB



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	area to avoid the children playing with it.	
9.		
	<b>Date of Next Meeting</b> Thursday March 5th, 2015 at 7.00pm-8pm	