



The Rushey Green

The Primary Care Centre, Hawstead Road, London SE6 4JH

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DR JUDY CHEN

MRS. GILL SULTAN

DR ALBERTO FEBLES

**Patient Participation Group Meeting
Tuesday 8th September 2015**

Minutes

1.	<p>Present Mia Labelle - Practice Manager –PPG Lead Laura Siuskaite – Apprentice Administrator</p> <p>Apologies Dr Judy Chen</p> <p>PPG Group MS,GM,MB,MS,JM</p>	
2.	<p>Agenda Items Discussed:</p> <ul style="list-style-type: none"> • Welcome and Introductions • Surgery Changes & New Staff • Flu Season • AOB 	ML
3.	<p>Welcome and Introductions For the benefit of ML and LS did a round robin of introductions as both ML and LS are both new members of staff at the practice.</p>	ALL
4.	<p>Surgery Changes New Staff & New Surgery Opening Hours</p> <p><u>New Staff</u> ML introduced herself as the practices new Practice Manager and explained the main duties of her role: HR, managing NHS Choices, Premises, IT systems, CQC compliance, strategic planning and assisting with the finance of the practice. LS introduced herself as the practices new Apprentice Administrator and explained the main duties of her role: Dealing with the patient information through the practice newsletter and waiting room information. Patient registrations and record maintenance. ML also introduced Leanne Miller as the other new Apprentice Administrator and Karen Gordon as the Practice Receptionist. ML confirmed the new practice opening hours:</p> <p><u>New Surgery Opening Hours</u> Monday: 8am – 8pm Tuesday:8am- 6:30pm Wednesday: 8am-8pm Thursday : 8am- 6:30pm</p>	ML LS



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	Friday: 8am- 6:30pm Saturday: 9am-12pm	
5	<p>Flu Season</p> <p>ML informed group of the following: Seasonal flu vaccinations will be available from the 17th September 2015. There will be bookable appointment every day throughout the week and there is a Saturday walk in clinic from 9-12 on the 26th September. We will look to have another Saturday flu clinic in October or November. Patients eligible for flu are as follows anyone over 65, patients with chronic illness and pregnant women.</p>	ML
6.	<p>AOB</p> <ul style="list-style-type: none"> • ML informed that LS will put the newsletter out by the end of the week and will be available at reception. DNA figures will be included in the newsletter. • The group suggested that we promote and advertise our online services more online and in the waiting area. • The group advised that practice leaflet has too much information included and that this needs to be condensed in to smaller more essential information only version. • The group suggested that we have volunteers in the waiting area to advise about appointments, special events and other useful information to decrease the queues at peak times, ML to discuss with partners and report back to group. • ML to report back to PPG at next meeting regarding plans for reception restructures. Group believed that taking the telephones away from the reception area would be very effective. • ML to report back about the CQC report at the next PPG. • ML informed group that it would be beneficial to put any ideas forward to her of how to improve the practices access. • Group requested a clear complaints process. 	ML, Group
<p>Date of Next Meeting: Tuesday 8th December 2015</p>		