



The Rushey Green
Group Practice

The Primary Care Centre, Hawstead Road, London SE6 4JH
 Email: lewccg.g85633-general@nhs.net Tel: 020 7138 7150 Fax: 020 8690 7185
 Text: 078 0000 9656 Follow us on twitter.com/RGgrouppractice Website address: www.rusheygreengp.org
 DR JUDY CHEN MRS. GILL SULTAN DR ALBERTO FEBLES DR MICHAEL HO

Patient Participation Group Meeting
Tuesday 25th October 2016 7.00-8.00pm

Minutes

Item No.	Item Description	Action
1.	<p>Present Judy Chen (JC)– GP Partner Minutes - Laura Siuskaite(LS) – Apprentice Administrator Marsia Stewart (MSt) – Assistant practice manager Chair – Monica Sorice (MS) - Chairwoman Jon Ardill (JA) - PPG member Don McCorkindale (DM) – PPG member Audley Barton (AB) – PPG member Claudie Jones (CJ) – PPG member Enomwoyi Damali (ED) – PPG member Tim Gluckman (TG) – PPG member Yvonne Bennet (YB) – PPG member</p> <p>Apologies: Hilary Knight – PPG member Paul Sullivan – PPG member Anthony Atherton – PPG member</p>	
2.	<p>Previous Minutes: - Agreed</p> <ul style="list-style-type: none"> Minutes of previous meetings not yet being displayed in waiting area. <p>Action: LS to do</p>	LS
3.	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> 3 new members Jon Ardill, Audley Barton and Claudie Jones. Marsia Stewart was introduced as the new Assistant Practice Manager. MS explain to new members what a patient participation group is and why patients should attend the meeting. 	
4.	<p>RGGP Workplan 2015/2017</p> <ul style="list-style-type: none"> Workplan changes explained by JC. On going improvements. Online Access – more work to be done promoting to patients. Action: Posters/information to be displayed in waiting areas - LS Suggested information days for patients to learn how to use Online Access. MS & CJ volunteered to deliver. Action: to be discussed further with JC, MS & Marsia 	LS JC MSt



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5	<p>Practice Changes</p> <ul style="list-style-type: none"> • New telephone system to go live on 8th December 2016 with new practice telephone number. • New telephone number to be sent out by letters/texts to over 16's patients, notification will be displayed on website, social media, newsletter, posters. Action: LS to do. • Reach 85% pick up rates with new telephone system and work on getting 100% pick up rates. • YB suggested new telephone system should not have background music playing, instead have useful information or option to whether you would like background music or not. Action: JC will speak to company. 	LS JC
6.	<p>Staff/partnership update</p> <ul style="list-style-type: none"> • Dr Michael Ho our long term locum is now a partner at the practice. • Practice is working on recruiting new reception staff. • Marcia Stewart is now Assistant Practice Manager. 	
7.	<p>Neighbourhood meeting</p> <ul style="list-style-type: none"> • TG suggested that more information is needed regarding Neighbourhood 2 meeting and attendee should also attend next PPG meeting to explain in more depth. Action: LS to put on agenda, invite attendee to next meeting. 	LS
8.	<p>AOB</p> <ul style="list-style-type: none"> • MS suggested 24 hour query email where patients would be able to email surgery with any questions they would like to ask and receive response within 24 hours. Action: JC & Marsia will look into the idea. • TG suggested that waiting area should have more reading materials available for patients. Action: having posters in practice asking patients to bring in/donate unwanted books. Contact Metro or Standard to see if it would be possible for newspaper to be delivered to practice. • TG also suggested to have ticket system for queuing for appointment. • MS pointed out that check in system only allows people to check in 10 minutes before appointment and doesn't allow any earlier. Action: Marsia will look in to it and try resolve the issue. • Members suggested to have pharmacy team to attend next meeting. Action: LS to do. • Have two PPG members attending practice meeting. Action: Invitation to be sent by LS to PPG members. • MS suggested the use of volunteers from job centre, to do some voluntary work for the practice. Action: Marsia will look into the idea. 	MSt LS LS MSt LS LS MSt
<p>Date of Next Meeting: Tuesday 13th December 2016 at 7pm-8pm</p>		



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Ref	Action Log	
25/10-2	Minutes of previous meetings not yet being displayed in waiting area. Action: LS to do	LS
25/10-4	RGGP Workplan 2015/2017 <ul style="list-style-type: none"> • Online Access – more work to be done promoting to patients. Action: Posters/information to be displayed in waiting areas - LS • Suggested information days for patients to learn how to use Online Access. MS & CJ volunteered to deliver. Action: to be discussed further with JC, MS & Marsia 	LS JC MSt
25/10-5	Practice Changes <ul style="list-style-type: none"> • New telephone number to be sent out by letters/texts to over 16's patients, notification will be displayed on website, social media, newsletter, posters. Action: LS to do. • YB suggested new telephone system should not have background music playing, instead have useful information or option to whether you would like background music or not. Action: JC will speak to company. 	LS JC
25/10-7	TG suggested that more information is needed regarding Neighbourhood 2 meeting and attendee should also attend next PPG meeting to explain in more depth. Action: LS to put on agenda, invite attendee to next meeting.	LS
25/10-8	<ul style="list-style-type: none"> • MS suggested 24 hour query email where patients would be able to email surgery with any questions they would like to ask and receive response within 24 hours. Action: JC & Marsia will look into the idea. • TG suggested that waiting area should have more reading materials available for patients. Action: having posters in practice asking patients to bring in/donate unwanted books. Contact Metro or Standard to see if it would be possible for newspaper to be delivered to practice. • MS pointed out that check in system only allows people to check in 10 minutes before appointment and doesn't allow any earlier. Action: Marsia will look in to it and try resolve the issue. • Members suggested to have pharmacy team to attend next meeting. 	MSt LS LS MSt LS



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	<p>Action: LS to do.</p> <ul style="list-style-type: none">• Have two PPG members attending practice meeting. Action: Invitation to be sent by LS to PPG members.• MS suggested the use of volunteers from job centre, to do some voluntary work for the practice. Action: Marsia will look into the idea.	LS MSt