



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 DR MICHAEL HO

Patient Participation Group Meeting
Thursday 9th February 2017 7.00-8.00pm

Minutes

Item No.	Item Description	Action
1.	<p>Present</p> <p>Minutes - Laura Siuskaite(LS) – Office Junior Chair- Marsia Stewart (MMS) – Assistant Practice Manager Angela Smith (AS) – PPG member Monica Sorice - Chairwoman Mari-Anne Moore (MM) – PPG member Audley Barton (AB) – PPG member Jill Taylor (JT) – PPG member Anthony Atherton (AA) – PPG member Claudie Jones (CJ) – PPG member Yvonne Bennett (YB) – PPG member Oluremin Darfoor (OD)- PPG member</p> <p>Apologies: Judy Chen – GP Partner</p>	
2.	<p>Previous Minutes and action log: - Agreed</p> <ul style="list-style-type: none">MMS went through previous minutes	
3.	<p>Patient Online Awareness Day</p> <ul style="list-style-type: none">(MMS) Introducing to new members EMIS Online access.Recapping to members about awareness day.Explained to members the benefits of EMIS Online access and how it works (MMS)Next Online Access workshop to take place on Monday 27th March 2017 from 10am.Have display about patient online access in waiting area. Action: LS	LS
4.	<p>Telephone Update</p> <ul style="list-style-type: none">New telephone system should be installed by end of March.(MMS) Explaining new members how the new telephone system will work and benefits of it.	



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5	PPG Training <ul style="list-style-type: none"> PPG training being cancelled as there was no response from the training provider. 	
6.	Neighbourhood Meeting 2 <ul style="list-style-type: none"> (AA) Explained to members what is happens at the Neighbourhood Meeting. Next Neighbourhood meeting will be held on Tuesday 14th March 2017 at St John's Medical Centre, new members wanted to attend advised that only two to attend would take in turns. Action: LS to inform PPG when next meeting and arrange who will attend 	
7.	AOB <ul style="list-style-type: none"> Get someone to come in and speak about Dementia awareness for 2017. Action: LS Invite two PPG members to practice meetings. Action: LS GP standing desks get feedback from patients. Get patients to participate in researches, send texts to patients asking if they would like to participate. Have discussion meeting regarding Patient online Workshop on Thursday 23rd March 2017. Action: LS 	 LS LS
Date of Next Meeting: Thursday 20 th April 2017 7pm in room 21		

Ref	Action Log	
25/10-1	Practice Changes <ul style="list-style-type: none"> 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. 	JC
25/10-2	<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 LS



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13/12-3	<p>PPG members to raise awareness of online registration</p> <ul style="list-style-type: none"> • Have workshop for EMIS Online Access. Action :LS • Have display about patient online access in waiting area. Action: LS • Have planning meeting prior to next Patient online Workshop on Thursday 23rd March 2017. Action: LS 	LS LS LS
13/12-4	<p>GP's conducting their surgeries standing up</p> <ul style="list-style-type: none"> • AS suggested to investigate what other practices in London have standing up desks for GP's and receive feedback. Action: LS 	LS
13/12-5	<p>Volunteers for Diabetes Workshop</p> <ul style="list-style-type: none"> • Get someone from Desmond to come for workshop Action: LS 	MMS LS
13/12-6	<ul style="list-style-type: none"> • Invite pharmacist (CF) to practice meetings and PPG meetings. Action: LS • Get someone to come in and speak about Dementia awareness for 2017. Action: LS • MS suggested to do in future a virtual PPG meeting for members who are not able to attend PPG meetings, but can still get involved. Action: LS to do advertisement. • AS suggested to have bigger signs of where the rooms are located in surgery. Action: MMS • AS brought up about abnormal blood results booking system, suggested needed different booking system for abnormal blood results. Action: MMS to discuss about the matter at next practice meeting. • CF suggested to do Minor Aliments workshop on the date when EMIS Online access workshop will take place. Action: CF 	LS LS LS MMS MMS CF