



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](http://www.rusheygreengp.org)  
 DR JUDY CHEN MRS. GILL SULTAN DR ALBERTO FEBLES DR MICHAEL HO

**Patient Participation Group Meeting**  
**Thursday 20<sup>th</sup> April 2017 7.00-8.00pm**

**Minutes**

Item No.	Item Description	Action
1.	<p><b>Present</b>            Minutes - Laura Siuskaite(LS) – Office Junior            Chair- Marsia Stewart (MMS) – Assistant Practice Manager            Monica Sorice (MS) - Chairwoman            Anthony Atherton (AA) – PPG member            Yvonne Bennett (YB) – PPG member            Jeanne Mynett (JM) – PPG Member</p> <p><b>Apologies:</b>            Judy Chen – GP Partner            Claudie Jones – PPG member            Marla Anne – PPG member            Paul Sullivan – PPG member</p>	
2.	<p><b>Telephones</b></p> <ul style="list-style-type: none"> <li>• Telephone system should go live beginning of May 2017.</li> <li>• MS suggested not to have too much information, while waiting in the ___ keep it simple and short.</li> <li>• Once telephone system goes live, get PPG members to email; <a href="mailto:lewccg.rusheygreenpppg@nhs.net">lewccg.rusheygreenpppg@nhs.net</a> feedback.</li> </ul>	
3.	<p><b>Repeat Prescriptions</b></p> <ul style="list-style-type: none"> <li>• All prescriptions will be electronic, no more paper prescriptions.</li> <li>• Notices will be put on peoples prescriptions</li> <li>• Patients will need to choose their nominated pharmacy within 3 months.</li> <li>• Notice posters to be put around the surgery. <b>Action:</b> LS</li> </ul>	LS
4.	<p><b>Health Fair</b></p> <ul style="list-style-type: none"> <li>• Have health fair end of August beginning of September.</li> <li>• Have posters and banners promoting the event. <b>Action:</b> LS</li> <li>• Have different stools to do with health.</li> <li>• Have a flu stand, for patients to have flu done on the day.</li> <li>• Find out when flu order is coming. <b>Action:</b> MMS</li> </ul>	LS  MMS



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7.	<b>AOB</b>	<ul style="list-style-type: none"> <li>• MS and MMS suggested sending out more text reminders for PPG meeting. <b>Action: LS</b></li> <li>• Ask PPG members what should be put on the agenda. <b>Action: LS</b></li> <li>• A bid has been put for front door to be fixed.</li> <li>• Have main door open in good weather.</li> <li>• Have notice on button, saying 'button doesn't work'. <b>Action: LS</b></li> <li>• Surgery leaflet coming out soon.</li> <li>• DNA's still the same around 5%.</li> <li>• Have information about patient online access on newsletter. <b>Action: LS</b></li> <li>• Look at friends and family text message, check if it works properly.</li> </ul>	LS LS  LS  LS MMS
<b>Date of Next Meeting: TBC</b>			

Ref	Action Log	
25/10-1	<b>Practice Changes</b> <ul style="list-style-type: none"> <li>• 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. <b>Action: JC</b> will speak to company.</li> </ul>	JC
25/10-2	<ul style="list-style-type: none"> <li>• Have two PPG members attending practice meeting. <b>Action: Invitation to be sent by LS to PPG members.</b></li> <li>• MS suggested the use of volunteers from job centre, to do some voluntary work for the practice. <b>Action: Marsia will look into the idea.</b></li> </ul>	LS MMS
20/4- 2	<ul style="list-style-type: none"> <li>• MS and MMS suggested sending out more text reminders for PPG meeting. <b>Action: LS</b></li> <li>• Ask PPG members what should be put on the agenda. <b>Action: LS</b></li> <li>• Have notice on button, saying 'button doesn't work'. <b>Action: LS</b></li> <li>• Have information about patient online access on newsletter. <b>Action: LS</b></li> <li>• Look at friends and family text message, check if it works properly. <b>Action: MMS</b></li> </ul>	LS LS LS MMS
13/12-3	<b>PPG members to raise awareness of online registration</b> <ul style="list-style-type: none"> <li>• Have planning meeting prior to next Patient online Workshop on Thursday 23<sup>rd</sup> March 2017. <b>Action: LS</b></li> </ul>	LS



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13/12-4	<p><b>GP's conducting their surgeries standing up</b></p> <ul style="list-style-type: none"> <li>AS suggested to investigate what other practices in London have standing up desks for GP's and receive feedback. <b>Action:</b> LS</li> </ul>	LS
13/12-5	<p><b>Volunteers for Diabetes Workshop</b></p> <ul style="list-style-type: none"> <li>Get someone from Desmond to come for workshop <b>Action:</b> LS</li> </ul>	LS MMS
13/12-6	<ul style="list-style-type: none"> <li>Invite pharmacist (CF) to practice meetings and PPG meetings. <b>Action:</b> LS</li> <li>Get someone to come in and speak about Dementia awareness for 2017. <b>Action:</b> LS</li> <li>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. <b>Action:</b> LS to do advertisement.</li> <li>AS suggested to have bigger signs of where the rooms are located in surgery. <b>Action:</b> MMS</li> <li>AS brought up about abnormal blood results booking system, suggested needed different booking system for abnormal blood results. <b>Action:</b> MMS to discuss about the matter at next practice meeting.</li> <li>CF suggested to do Minor Aliments workshop on the date when EMIS Online access workshop will take place. <b>Action:</b> CF</li> </ul>	LS LS LS MMS MMS CF
20/4-7	<p><b>Repeat Prescriptions</b></p> <ul style="list-style-type: none"> <li>Notice posters to be put around the surgery. <b>Action:</b> LS</li> </ul>	LS
20/4-8	<p><b>Health Fair</b></p> <ul style="list-style-type: none"> <li>Have posters and banners promoting the event. <b>Action:</b> LS</li> <li>Find out when flu order is coming. <b>Action:</b> MMS</li> </ul>	