

Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 7th January 2014

Present: NH GP, SS Practice Manager, SK Practice Administrator

PPG Members: FOA, JG

Apologies: MA, MN

SK Opened the meeting by welcoming everyone and thanking them for coming.

Results of patient survey

SS informed the PPG members that we received the results of the patient survey and it was very impressive, the practice has done very well. We have put the results on the practice website and notice board.

New emergency podiatry service

NH informed the PPG members that there is a new Podiatry service which runs from 9.00-9.30am at St Leonards only for emergencies. They will treat abscess, bunion and infections especially for diabetic patients.

SK told the PPG members that not a lot of people know about this service so it has been decided to put the information on the Newsletter.

Cut down on A&E

ND Informed the group about the importance of using A&E only if it is a serious medical problem otherwise patients need to come to the Practice or go to the Homerton walk-in centre when the surgery is closed. Patients need to be educated to avoid A&E attendances.

FOA informed the group that this has been more widely advertised eg on the buses, radio and TV. She watched the news and they were saying they might start charging patients £5 for attending A&E

SS also informed the group that we are putting alerts on the system when patients attend A&E so that the doctors can query this and educate patients.

CHUHSE out of hours Service

NH informed the PPG members that CHUHSE is up and running and that the new telephone number for CHUHSE has been widely advertised in several different ways eg, LED Board, Voicemail message, Practice Leaflet, message on the prescriptions and Practice website also on NHS Choices website.

AOB

SK told the PPG members that we need more patients to participate in the PPG meetings and we could try an evening meeting to see the outcome.

JG suggested that when patients come to the surgery, reception staff should encourage them to come even if it is a one off.

SK thanked all the PPG members for attending the meeting and looked forward to seeing all of them on Tuesday 04.03.14 which is the date of the next meeting.