

Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 28th July 2015

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

PPG Members: MN, BJ, MA

Apologies: FOA

SK Opened the meeting by welcoming everyone and thanking them for coming to our new PPG meeting also giving apologies on behalf of FOA.

Extended Hours (New Service)

SK informed the PPG members of the new service extended hours which has already started and working very well. NH explained that this is an extended service for patient that work or cannot attend normal surgery hours to see a doctor or nurse. She told the PPG members that we decided to have this service on Monday evening because of the demand and because of the weekend closure. MA said it was a good idea because patients get sick in the weekend and there will be more availability. NH explained that this service is not for emergencies only pre-booked appointments.

Awareness of Bowel Screening

SK informed the members of the importance of promoting bowel screening, she told the members that patients were reluctant to do the test and Hackney has the highest rate of cancer and non-responders to. NH said it is very important to do the test when patients receive the kit, it will determine if there are any changes and further investigation can be done. SK said it can save a life, patients need to know how important this test is and the large number of people that have died from it. ND said to the PPG members that please inform your family and friends to use the kit when it arrives and also that you can request a kit if need so. BJ said she will definitely promote this service as her father died of bowel cancer. MA said his mother in-law received the kit and will explain the importance of the kit.

Importance of Cancer referrals

NH explained to the PPG members the importance of early Cancer diagnosis she said that Hackney has a high rate of cancer. People need to be aware of unexplained symptoms, lumps, bruises, weight loss and need to be encouraged to see a doctor as soon as possible.

Appointments

SS said we are getting a lot of DNA and patients not calling to cancel appointments, patients need to know the importance of time keeping and cancelling appointments so that we can offer it to someone else. SK explained we are sending DNA letters to patients stating that if they DNA 3 times they will be removed from our practice list so patients will take us more seriously. NH said patients need to know this is not a walk-in surgery it is by appointments.

AOB

SK asked if there was anything that anyone wanted to discuss.

BJ said that she would like to discuss carers in the next meeting. SS said if there is any other agenda PPG members would like to discuss feel free to let us know and we will arrange this in the next meeting.

SK said in our next meeting we will discuss a new service (Family welfare) which will be in place by next week. NH said we will include social prescribing in our next meeting.

Date of next meeting will be on 6th October 2015 at 1.30pm at Rosewood Practice.