

## Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 4<sup>th</sup> March 2014

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

PPG Members: FOA, JG, MA

Apologies: MN

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

### **Social Prescribing –Voluntary work**

SS informed the PPG members that Social prescribing scheme was running well and also gave further information about volunteering for the scheme. Only FOA showed interest in volunteering and said that she would get in touch with Social Prescribes for further information regarding volunteering.

### **Cut down on A&E – only for emergencies**

SK informed the members that there is still a very high rate of patients attending A&E. We as a practice are trying to avoid this by providing telephone consultations, daily emergency appointments and also informing patients about the Homerton walk in clinic.

### **CHUHSE – Out of hours service**

SK informed the members that CHUHSE is running very well and asked if anyone had used the service.

FOA said that because the service is run by the local GP's it is nice because you have a chance to meet the local GP's.

### **Patient Behaviour**

SK explained to the PPG members that recently we have had a few horrible incidents where patients have been very abusive to staff and doctors. She explained that we do not tolerate any abusive behaviour and that we have a

Policy in place for zero tolerance towards abusive behaviour. We removed the abusive patient from our practice list with immediate effect.

### **AOB**

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

FOA said that she attended the super PPG meeting and most of the members who attended that day were quite happy to attend further meetings.

Date of next meeting to be confirmed