

Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Wednesday 4th December 2013

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

PPG Members: FOA, JG, MA, MN

Apologies: NH, GP

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

CHUHSE New out of hours Service

SK Informed the PPG members of the new out of hours service which started on the 02.12.13. We informed PPG members that we have advertised the new telephone number for CHUHSE in several different ways eg, LED Board, Voicemail message, message on the prescriptions and Practice website also on NHS Choices website.

Cut down on A&E

SS Informed the group about the importance of only using A&E if it is a serious matter otherwise you need to go to your GP Practice or to the Homerton walk-in centre when the surgery is closed. Patients need to be educated to avoid A&E attendances.

Appointment System

SK Explained how the appointment system works, the practice operates a routine appointment system where the patients can book their appointments in advance. We also have two urgent appointments for the morning and two urgent appointments for the evening which are opened on the same day. On a daily basis we also have emergency slots in the morning for acute problems which have occurred in the last 24 hours.

New Osteoporosis Clinic

SS Informed the PPG members that the clinic is running very well and is already booked up until 10.12.13. Patients can have a health check and get advice on lifestyle and prevention of fractures.

AOB

SK Asked the PPG members if any of them attended the super PPG meeting held on the 27.11.13.

FOA informed us that she had attended and found it very interesting. She went to two workshops, the first one was the Planned Care which is about care plan for patients who are discharged from hospital. The second one she attended was on Long term Conditions which she found very interesting and very informative because it related to her. She questioned the group about the psychological effect of taking medication for a long time for patients suffering from long term conditions. The super PPG members where informed that the services discussed at the meeting will not be privatised.

JG Mentioned that the super PPG had a good outcome.

SS Mentioned that the flu campaign is going very well and the practice has achieved over 80% for the over 65s.

SK Thanked all the PPG members for attending the meeting and would look forward to seeing all of them on Tuesday 07.01.14 which is the date of the next meeting.