

## Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 22<sup>nd</sup> May 2018

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

PPG Members: BJ, DJ,

Apologies: FOA, JG, MA

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

### Fresh start for new Financial year

**Dr Hadid informed PPG members that there are no major changes. We are trying to avoid A&E attendances also we will lose 10% payment if we do not avoid A&E attendances. Patients are using 111 services but sometimes they do not triage this correctly. We need to educate patients to access the GP first then 111 then the local hubs.**

**BJ said 111 should advertise in the local papers also have a list of what is urgent to educate patients.**

### Homerton Referrals

**We are trying to encourage patients to go to Homerton Hospital as Barts is in deficit. The Homerton is very accessible and within budget and patients are seen within 6 weeks as they have short waiting lists. They are very accommodating and are seeing patients in the weekends now. Practices have access to Homerton cerner portal through which patients reports, investigations, appointments can be viewed by the GP**

**Homerton's A&E department have outstanding results with CQC.**

**BJ said she uses Whittington Hospital as it is near to her home but she attended the imaging department at Homerton which was very good.**

## Prescribing

Dr Hadid told members that we are £7,000 over our budget; we will have another visit in August from prescribing management team to see if we have improved. Childrens' food supplement is very expensive and something that cannot be avoided. We are trying our best but there are a lot of patients on benefits and we have a lot of children on our register.

DJ said there should be an exemption for unavoidable prescribing.

We already have stopped prescribing any dental products, emollients and cough mixtures.

BJ said she uses her local pharmacist for advice and medication which she buys over the counter.

The practice will soon publish an over the counter list on our website and notice board.

## Discuss Bronwen's monthly health promotion list

BJ prepared a monthly health promotion list to publish on our website to motivate patients. The list was discussed and each month we will publish health promotions.

## Locums

Dr Hadid informed the members that she will be on sick leave for 4 -6 weeks from 06.06.18 for planned surgery. We will publish this on our website. There will be locums to cover the surgery and we would like patients to be supportive.

## AOB

The arrival system is up and running for patients to use, it is in different languages to accommodate everyone. We will be configuring the arrival system so that patients can enter their smoking and alcohol status.