

The Whitehorse Practice
87 Whitehorse Road, Croydon, CR0 2JJ, Telephone 02086841162

Meeting Minutes

22nd July 2015

Present:

MBE - Practice Manager
Dr SK - Practice Doctor
RC - Practice Nurse
CP - Senior Receptionist
JW- Administrative Receptionist
Alex Titley - Minute taker

PPG Group: Eight members make up our PPG group, all attend.

Ethnicity break downs as follows

Black : 2, White: 2, Asian(Chinese/Indian/Pakistani /Bangladeshi): 2, Other White: 2,

Ages

20-35: 0, 35-45:3, 45-60:3, 60-75:2

Apologies: none

MBE: The manager welcomed members of the PPG team.

Results from Practice Survey carried out in between April -June discussed. According to the survey the majority of patients feel that the service received at the practice is very good. There were a couple of concerns with regards to the attitude of our receptionist's and one other GP.

PPG Lead: What does the practice propose to do about the attitude of staff? Perhaps further training is needed.

MBE: The practice will definitely look into training for reception staff. I will update you on staff progress at our next meeting in March.

Patient TW: Yes I too would like to see staff undertake customer service training, I brought this to the attention of the sr. receptionist .

SNR Receptionist: Yes you did, that particular member of staff has since left our practice.

Patient LH: Patients have brought to our attention that e-prescriptions are not always available for pick up at the pharmacy.

MBE: Yes we have looked at our processes and have also spoken with the pharmacy team who informs us that sometimes it takes a while for medication to come down the link. We have decided that when this happens a receptionist will ring through the medication there by reducing any inconvenience to the patient.

MBE: Progress on disabled access. All quotes have been submitted to the CCG for funding still awaiting confirmation from CCG, will keep you informed of progress.

Nurse: There are a few new vaccinations available at the practice, all information is available at reception. MMR vaccination is available for patients aged 16 and over and is a catch up from last year. Pertussis will continue for pregnant women from 28 weeks. MENC for patients attending university aged between 19-25 years, Hep B for new-born babies who are at risk, Shingles catch up and the seasonal flu and childhood flu campaign will commence in October.

DR SK: The practice has decided to conduct educational events through the year for our patients. Since Diabetes is a major concern for our practice population our first event will be on Diabetes and will take place next month in August. Posters and leaflet's will be available in two weeks. Dementia is also a concern nationwide, our practice will be reviewing more patients with chronic long term disease such as cardio vascular disease (patients over 60), Stroke, Peripheral vascular disease, Diabetes, those with neurodegenerative disorders, learning disabilities and downs syndrome COPD etc. It would be helpful if the PPG spread the word to patients as attendance is important if this is to help patients.

PPG Lead: That sounds good. We will definitely spread the word.

Nurse: We have only just completed our annual pharmacy meeting and were informed that patients who want to stop smoking will need to make an appointment at Lloyd George pharmacy for a smoking cessation appointment. If patients need to go on to medication the pharmacist will inform the practice who will issue the necessary medication. Having said this smoking cessation advice and educational leaflets are available at the practice.

Patient LC: Is this information available for patients at the practice?

MBE: Yes it is available in both patient waiting areas.

Thank you for taking the time to attend this meeting. A letter will go out to the PPG lead detailing our action plan together with the date of the next meeting.

All attending patients: agree

Meeting Ended at 14:00pm