

Willesden Green Surgery Patient Participation Group

14th September 2017

2:00pm – 3:35pm

Agenda:

- Welcome and introductions

- Minutes of last meeting
 - Any issues arising

- PPG Short Talk
 -

- Surgery Updates
 - New practice nurse; nurse appointments now also available on Thursday afternoons
 - New flooring
 - Prescription box at reception (on the way!)
 - New water dispenser

- Open Space

- Next meeting
 - January 2018

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Minutes:

Item	Discussion	Action
1.	<p>Welcome</p> <ul style="list-style-type: none"> Welcome and introductions. The group were introduced to Narinder Jayaswal as the Chair. 	
2.	<p>Surgery Updates</p> <ul style="list-style-type: none"> New shelving for leaflets. Now open on Thursday afternoons (since February 2017). Infection control audit: Changes needed at the surgery. <ul style="list-style-type: none"> Flooring Plastic/ wipe-able chairs needed Remove wall lighting 	
3.	<p>PPG short talks</p> <p>Two short, informative videos were presented; one on the CNWL SPA service and the other on anticoagulation monitoring</p>	<p>The group suggested putting posters and leaflets out regarding the SPA service.</p> <p>Agreed bowel cancer screening as a possible topic for the next short talk</p>
4.	<p>Open Space</p> <ul style="list-style-type: none"> Query on weekend opening times: GP not open, but Out of Hours and HUB service available over the weekend, in addition to the 111 and emergency services The surgery proposed to implement some sort of line or barrier at reception to prevent people crowding around the desk. The group agreed to have a box painted onto floor (similar to those found at ATM machines). The group suggested having a plastic/ glass screen between reception and the waiting room. Although this would have some benefit, it was decided that it would likely result in poorer patient experience. Query regarding a ceiling fan: is an infection control problem due to its propensity to gather dust, and so we have decided not to install one. The group suggested having the prescription box at the entrance of the surgery, to prevent overcrowding at reception and prevent patients from unnecessarily demanding prescriptions be done prior to the 48 hour period. CQC update: no word on when the inspection will take place. A few members have noticed that some patients are taking up an unreasonable amount of receptionist's time; either on the phone or in person. This leads to other patients having to wait longer to be seen to. Phone lines are sometimes busy/ answering machine. Suggested a queuing system. 	<p>Need to solve. Discuss at the next staff meeting.</p>

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5.	Next meeting <ul style="list-style-type: none">• To be held at 2pm on Thursday 14th September 2017, at Willesden Green Surgery.• Henry Pozniak to chair the next meeting.	