

Willesden Green Surgery Patient Participation Group

15th September 2016

2:00pm – 3:35pm

Agenda:

- Welcome and introductions
- Minutes of last meeting
 - Any issues arising
- Surgery Updates
 - New GP, Dr S Chabuk.
 - Waiting times have decreased
 - Appointments now available to book within the same week.
 - Electronic prescriptions
 - Need the name of pharmacy, address and postcode
 - Patient to request
 - Issues/problems
 - Community referral: dermatology, cardiology, ophthalmology, mental health.
 - Can refer on to hospital if necessary (RFH, SMH, WEH)
 - PPG short talks ideas
 - To change chairs in waiting room.
 - Life channel fixed
- Open Space
- Next meeting
 - January 2017

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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"> PPG board changed and to be kept up to date. Children's books disappearing. Dr now has a timer to help prevent over-running Electronic sign-in Patient online access: posters up in the waiting room Corridors have now been painted in addition to renovations in the treatment room. Improvements still on going. 	<p>Suggestion to put up a poster/ sign for books. Place books on a high shelf, out of children's reach or keep behind the reception desk.</p> <p>Decided that it is best not to invest at this time.</p>
3.	<p>Ashford Place</p> <ul style="list-style-type: none"> Danny and Eva kindly came in to talk to the group about Ashford Place and the services provided; namely the dementia café and bowel cancer screening. 	
4.	<p>Open Space</p> <ul style="list-style-type: none"> HUB service could be advertised on the back of appointment cards, in addition to posters. Electronic light display difficult to use to display waiting times, but will be used to display other information. 	
5.	<p>Next meeting</p> <ul style="list-style-type: none"> To be held at 2pm on Thursday 15th September 2016, at Willesden Green Surgery. Katherine Major- Bhatti to chair the next meeting. 	