

Willesden Green Surgery Patient Participation Group

18th January 2018

2:00pm – 3:35pm

Agenda:

2:00 – 2:15 pm	Arrival and registration
2:15 – 2:20 pm	Welcome and introductions
2:20 – 2:30 pm	Minutes of last meeting <ul style="list-style-type: none">• Any issues arising
2:30 – 3:00 pm	PPG short talk <ul style="list-style-type: none">• Bowel Cancer Screening
3:00 – 3:15 pm	Surgery Updates <ul style="list-style-type: none">• Increase in nurse appointments.• New prescription box now installed at the entrance to the surgery• In addition to the new flooring, the surgery has recently been painted and chairs in reception are being modified.• Text reminder service now activated
3:15 – 3:30 pm	Open space
3:30 – 3:35 pm	Wrap up and next meeting <ul style="list-style-type: none">• May 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 Coleen Francis as the Chair. 	
2.	<p>PPG short talks</p> <p>St Mark's Hospital: Bowel Cancer Screening.</p> <p>Following on from the talk, leaflets were shared with the group, as well as the St Mark's website, which has further information and a video on how to take a sample for Bowel Cancer Screening</p>	Next short talk: TBC
3.	<p>Surgery Updates</p> <ul style="list-style-type: none"> Increase in nurse appointments. The group was re-introduced to Practice Nurse Ethna Neary. Nurse appointments available Monday to Thursday mornings, and Monday and Wednesday afternoons. New prescription box installed at the entrance to the surgery (red box to the right of the main door). This is to ensure that patients can request their prescriptions even when the surgery is closed. In addition to the new flooring, the surgery has recently been painted and the chairs in reception are being modified for better cleaning and infection control. The text reminder service has now been activated. All patients should receive a text message whenever they book an appointment. Please let reception know if you are not receiving these messages. 	
4.	<p>Open Space</p> <ul style="list-style-type: none"> Some patients are receiving letters from the GP asking them to book an appointment (including diabetic patients). Confirmed that yes, these patients should book in to see the GP and that these appointments are routine (diabetic patients should be seen regularly). E-prescriptions. 	
5.	<p>Next meeting</p> <ul style="list-style-type: none"> To be held at 2pm on Thursday 17th January 2018, at Willesden Green Surgery. Wafa Gassam to chair the next meeting. (Wafa Hadi to sub-chair). 	Date has been changed to Thursday 10th May 2018.