

Willesden Green Surgery Patient Participation Group

17th January 2019

2:00pm – 3:00pm

Minutes:

Item	Discussion	Action
1.	<p>Welcome</p> <ul style="list-style-type: none"> Welcome and introductions. Zainab started the meeting and gave apology for the Chair. The group were told that there will be a fire drill at some point during the meeting. The group were given time to review the minutes of the last meeting- minutes agreed as correct. 	
2.	<p>PPG short talks</p> <p>A talk on nutrition and cholesterol was given by nutritionist Aseel Algebery.</p>	Next short talk: TBC
3.	<p>Surgery Updates</p> <ul style="list-style-type: none"> New female GP to start this March. We are thinking of introducing Saturday clinics and an 8am start one morning a week after she starts. The new surgery website and leaflet were shown to the group. The website can be used to book appointments and request prescriptions (via Online Access). Sign-up sheets for online access can be requested from reception. The group were reminded that prescription requests were for repeat medication only (all other requests should be discussed during a telephone or face to face appointment). They were also reminded that patients have to request their medication personally, unless they have a condition which prevents them from being able to do so. We are trying to be a dementia friendly practice. Dementia patients tend to recognise the colour red more than others. The group were told that they may start to see more red around the practice, including door frames, toilet seats and signage. New Brent physiotherapy contract means that patients will be seen by a different service than previous. The new service will run from Willesden Centre for Health and Care and patients are offered 4 sessions of physiotherapy. With current guidelines, most patients with back or knee pain will be required to undergo physiotherapy before being referred for an MRI scan. 	
4.	<p>Fire Drill</p> <ul style="list-style-type: none"> Evacuated in 1 minute, 33 seconds. 	
5.	<p>Open Space</p> <ul style="list-style-type: none"> The group asked for an update on new premises. We are still looking for a suitable place. Our current surgery has 3 consultation rooms- we need a premises with at least 5. One member of the group asked whether we could get a shower in the bathroom. They were informed that it is considered a health hazard and so could not be installed. The group queried how to access their test results online. This can be done 	

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	<p>via Online Access (the same platform used for online bookings and prescription requests).</p> <ul style="list-style-type: none">• One member asked what INR testing is. It was explained that it is for patients on warfarin (blood thinning) tablets who need this regular blood test.• There was a question about shingles vaccination. Explained that it is only for patients aged 70 or 79 years old. Also discussed pneumonia vaccination and informed the group that there is a current shortage and that the surgery is struggling to get supplies at the moment (hopefully this will change over the coming weeks/ months).• The group said that they like the text reminder service• Dr Najim asked for ideas from the group on how to improve the service. The group said to keep up the good work.	
6.	Next meeting <ul style="list-style-type: none">• To be held at 2pm on Thursday 2nd May 2019, at Willesden Green Surgery.• Hisham Saidi to chair the next meeting. Melanie Forbes offered to stand in as back-up Chair.	