Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 06th October 2015

Present: NH GP, SS Practice Manager, SK Deputy Manager

PPG Members: BJ, FOA, AA

Apologies: MA, MN

SK Opened the meeting by welcoming everyone and thanking them for coming to our PPG meeting also giving apologies on behalf of MA and MN.

**Family Welfare Clinic**

SK informed the PPG members about the Family Welfare clinic which is held on the 1st and 3rd Thursday of each month. It is a service to help patients to fill forms also it provides a short 6 weeks of counselling for depression. NH said when patients have difficulty in filling forms they can attended a 1 hour appointment per patient, if the welfare advisor is unable to help then she will direct the patient to the appropriate services. AA said it sounds like a good service. FOA said that’s really good for the patients cause sometimes they don’t know how to fill out forms.

**Flu Clinic**

SK said as you all are aware we have started our flu clinic, the nurse has a separate flu clinics as well as Dr Hadid has her own clinic. We are also administering the flu jab opportunistically as patients are booking appointments to see the doctors and nurse. FOA asked when is the clinic, SK said every Monday, Tuesday with the nurse and Tuesday and Wednesday with the doctor. BJ said when she used to be a carer she got the flu jab and wanted to know if she was still eligible. SS said if you fall in the at risk group you will be invited for a flu jab, if not then you can get a private prescription and we will administer it.

**Shingles Clinic**

NH explained to the PPG members the importance of the shingles injection she said that this is a new service that came out 3 months ago aimed at over 70s in a particular DOB range.

**ACWY for students**

SK told the PPG members the ACWY vaccine again is a new service aimed at 18 year olds in a particular DOB range. SS explained that ACWY is the meningitis vaccine for pre university students. NH said because universities are crowded Meningitis spreads quickly.

**Social Prescribing Clinic**

NH said that we are running the social prescribing clinic mainly for Diabetic patients, patients with mental health and socially isolated patients. NH thinks the service is still not being used fully because when patients are referred for classes such as cooking they don’t attend because of travelling. SS said patients need to engage more so they feel better.

**CQC Visit**

Sk informed the PPG members that the CQC is visiting Hackney practices. AA asked what is CQC, SS said its care quality commission who come to practices to check if patients are receiving quality care in a safe and effective environment. SK said they check that all policies, protocols are up to date also infection control. SS said CQC informs practices 2 weeks in advance if they are visiting their practice. SK informed members that if the practice receives a date for the CQC visit the PPG members will be invited to the practice on that day. SS said that PPG members should come to the practice to meet the CQC members as they would like to meet the members and ask questions.

**AOB**

BJ said a day centre has closed in Dalston and was wondering if there was another one, she was very concerned about where patients would go because she found that the day centres were very helpful for patients and something they looked forward to. NH said Mary Seacole centre is still open to patients with dementia. She said we normally speak to Melanie the dementia nurse regarding patients so she normally arranges referral to the day centre. NH said she thinks St Joseph Hospice has a day centre but she will look into this. The practice made enquires and was informed that a temporary day care centre for people with dementia has been relocated to Towbridge centre E9. Also a new purpose built centre is being constructed in Oswald Street E5 to be opened next year.

Date of next meeting will be on Tuesday 8th December 2015 at 1.30pm at Rosewood Practice.