Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 15th March 2016

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

PPG Members: BJ, VA

Apologies: JG, MN, FOA,MA

SK Opened the meeting by welcoming everyone and thanking them for coming to the Practice PPG meeting also offering apologies on behalf of JG, MN, FOA and MA.

**End of Year**

NH informed the PPG members that we have come to the end of the financial year and everyone has been working extremely hard. We are doing very well and are high achievers. We are also the top 3 practice to achieve highest standards for long term conditions in the last 2 years.

**A&E Well Family Service**

SK informed the PPG members of the new Well Family Service that will be starting soon.

* The service is to reduce the number of individuals who repeatedly present to A&E for inappropriate reasons.
* To equip service users with the personal tools required to cope when faced with adversity and challenging life events.
* To reduce the reliance of service users upon A&E services and their GP.
* To reduce the workload of GPs by “cutting out the middle-man” when patients are discharged from A&E. Clients will be directly referred to the A&E Well Family Service, GPs will not be required to complete the referral form.

The service will be supporting:

* Individuals who have presented to A&E or have a history of repeatedly attending A&E for inappropriate reasons.
* Those suffering from low to moderate mental health difficulties such as anxiety, depression, self-harming behaviours and mild eating disorders.
* Those faced with adversity such as bereavement, exam stress, carer pressures, relationship difficulties, FGM & harmful practices.
* Those struggling with social difficulties such financial adversity, housing, employment support, bullying, homelessness, welfare benefits or debt.

BJ said that’s a very good service because patients waste a lot of Homerton Hospital’s time and the doctor’s time.

**Easychute for samples**

SK told everyone about the new sample box she has ordered for patients and staff to drop specimens in. The sample box will be kept in the waiting area so that everyone has easy access to drop their samples rather than giving it to reception staff or coming in the reception area to drop their samples.

VA said that’s a good system because patients can feel embarrassed.

**Pathology Hubs**

SK informed the PPG members that the pathology hub has now started and is running smoothly.

**AOB**

BJ asked if the PPG members still have to organise the walking groups. SK said there has been no news from the GP confederation yet. NH asked VA if she would be interested as she is an instructor. VA said she could do an exercise group for a small group she also offered a Zumba class for staff on their half day. SK said staff would be interested and she will liaise with VA .

**Date of next meeting to be confirmed**