Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 13th March 2018

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

PPG Members: BJ, DJ, FOA,

Apologies: JG, MA

SK Opened the meeting by welcoming everyone and thanking them for coming to the Practice PPG meeting.

**Reflection from end of Financial Year**

**Dr Hadid informed PPG members that we have to plan for next year. We had a good CQC report, we may not have a visit again soon if CQC are happy with the completed questionnaire, answers we provide and if there isn’t a major drop in the Practice performance or if the Practice has over performed, in which case they may visit the Practice to check this.**

**BJ said I feel the service you are providing is excellent. Sonia explained there are lots of resources online including translation.**

**There will be no out of hour or walk in service, after 6.30pm from 1st of April. If a patient is concerned about a medical problem then they need to phone 111 who will advise the patient as to what action to take**

**Technology has advanced. Barts, Whipps reports all come in electronically. Most referrals will all go electronically, no more paper referrals.**

**Bronwen to do monthly Health Promotion**

**Sonia asked suggestions from members for promoting health each month for our website to make it more interesting and help motivate patients. Sonia asked BJ if she could come up with some ideas with the help of PPG members.**

**PPG Practice improvement Plan**

**Dr Hadid told the members we have a quote for patients’ arrival system which includes alcohol and smoking status. This will help staff significantly as patients do not have to wait if the receptionists are busy. Also when patients update their smoking status this will automatically be updated in their Emis records which again will save time.**

**Welfare**

**When patient attend A&E they are asked the name of their GP. If a patient doesn’t have a GP then the department call Practices in the area requesting them to register the patient.**

**Hackney are providing a lot of services for patients such as classes for cooking, gardening, sewing etc.**

**AOB**

**BJ suggested that in December we could promote falls, as lots of people fall because of the snow. Also we should advise the patients the importance of wearing shoes that are suitable for the weather conditions**