

## PPG MEETING

At the Northwick Surgery

On 14 JUNE 2018 At 1.30 pm

### PRESENT

Dr Sambasavian, Mrs V Patel, Mrs B Shah, Mrs B Patel, Mrs S Lowe,, Ms S Kale, Ms S Farooqi, Ms M Bristow, Ms H Shorter, Ms D Sutherland, Ms P Boden, Ms P Solovitz

BEDANI

The new members of the PPG were introduced and spoke briefly about themselves. The new members were introduced to the whole team.

### MINUTES OF THE LAST MEETING

These were signed as a correct record.

### MATTERS ARISING

Agreed: Priti will send any extra agenda items to the Secretary.

The agendas will be sent out 10 days in advance of the next meeting.

### GROUND RULES

The Committee asked for their thanks be recorded to Helen for the successful new posters advertising the PPG. We now had more members. We aim to continue recruiting. There were 2 prospective members already. The addition of male members should be encouraging, also younger participants, this might mean evening meetings for working patients.

### PURPOSE OF THE GROUP

The stated aims of the PPG are to

*WORK ALONGSIDE THE SURGERY FOR THE BETTER OF THE PATIENTS,*

### 1 STOP SHOP

A service for patients with social issues such as financial, carers, etc. Patients can be referred to the Clinic at St peters.

### G.P MATTERS/UPDATES

Two new papers were introduced and accepted.

P. Boden  
1-3-2019

93 appointments were not kept by patients during last month.

The walking Group had 6/ 8 regular attendees.

Philippa reported that the appointment message can break up near the end. This may mean re recording it.

There is an NHS Grant that can be applied for to extend Surgery premises. The procedure to apply for this has commenced. We need better disabled access, pram access and help with access to the first floor. This is to be sent before July 5 2018 and to be in consultants' hands by July 22 2018.

## A O B

Could the Advice on Prescriptions sheet be re written as it can be misleading? This should ten be included in our Information Pack.

30 Practises are in operation in Harrow. Only 3 have joined the new initiative.

Repeat prescriptions

Under the new system there can be problems with ordering on line. The Surgery team said assistance will be given by Reception if needed. There will no longer be hard copies of anything.

Q What about patients who do not use/have access to computers? We were assured that there is a system to deal with this.

Q is there a referral service for fall prevention, where homes can be visited and checked? Does Age Concern do this?

Q Could reception speak more slowly please? The team will feed this back to those concerned.

The members were thanked for their attendance.

DATE FOR THE NEXT MEETING: Priti will liaise with the Surgery and send suggestion to Sheilah .

The meeting will start at 1.45

*P. Bodan*

*1-3-2019*