

PPG MEETING

At the Northwick Surgery
on 20 FEBRUARY at 1.30 p m

1 PRESENT.

Chair: Priti Bodani; Secretary: Sheilah Lowe; Surgery members: Dr D A Sambasivan; Bindu Shah, Assistant Practice manager Vinita Patel, Practice Manager; Patient member Helen ^{Sorter, Committee member.} ~~SHORTER~~.

2 MINUTES OF THE LAST MEETING

These were accepted as a correct record

3 MATTERS ARISING:

i GROUND RULES and RULES AND REMIT OF THE GROUP.

These will form the basis of the groups direction and purpose.

- The wording needs to be simple
- A copy will be attached to the minutes of this meeting as a record.
- In addition to the item 5 in Ground Rules: "Any comments should go through the Chair".
- In addition to Rules and Remit of the Group add item "Sub Committee groups will be formed as and when necessary."

ii PURPOSE OF THE GROUP

To enable the group to move forward, after comments on the non- validity of the PPG, with only 2 patient participants, (Sheilah) it was agreed to publicise the group to the patients. This would be by various methods including:

- a) advertisements publicising the PPG, drawn up by Helen, to be displayed in the main waiting room. Suggestions on the proposed poster included
 - i. bullet points, not paragraphs and sentences.
 - ii. name of the Surgery to be included
 - iii. use of the "circle" illustration
- b) Possibly e mailing patients. This was how the present participating patients were informed originally.
- c) Word of mouth from members.
- d) E mailing organisations in the Borough such as community groups, Bowls Clubs etc. Possibly Library publicity.
- e) Community newsletter for Greenhill Manor to include an invitation to any Northwick Surgery patients to join the committee

iii ONE STOP SHOP

This gives general advise on welfare etc to the public; it is not available at this surgery.

4 G.P MATTERS/UPDATES

- I. An Enhanced Practice Nurse is now working with the surgery.
- II. A walking Group has been started, registration needed.
- III. The need for regular Reviews of patient's medication was pointed out. The PPG was assured that this is being done but it is evident that not every patient has been asked to attend a review.

5 A O B

- I. Both the Chair and the Secretary commented on how helpful and considerate the Receptionists are and asked that this be passed on to the staff.
- II. How will the increased number of Harrow residents, in the new high-rise apartments, already being built or in the planning stages, be able to be incorporated into the practice. The manager pointed out that the surgery cannot refuse anyone who wishes to be a new patient. It is a nationwide problem.
- III. The Minutes of the meetings will be included as a link on the web site.
- IV. Some items on the Newsletter need a little more clarity of meaning for patients when publicising new N H S directives.
- V. The need to attend the surgery to register for repeat prescriptions needs to be made clear to patients. How to use the registration details should be as clear as possible to those registering. The ID details are not always clear to patients

The meeting concluded at 2.36

DATE OF THE NEXT MEETING: during June 2018. The Secretary will communicate suggested dates to all members. (I suggest in April)

P. Bodani

14 June 2018