

## Minutes of the PPG Meeting

Thursday 19th January 2017

1. Present: Debbie Williams (Practice Manager) and 13 patients.

2. Apologies

2 apologies for absence were received. (From Dr.S and PH).

3. Minutes of the last PPG Meeting.

The Minutes were agreed as a true record of the meeting and signed.

4. Letter re: loss of Physiotherapy Services to Parliamentary and Health Service Ombudsman

No reference has been made to the PPG's recent letter to the Ombudsman, but we have been sent a form requesting details of an individual patient's concerns. AB and MMH will respond. DN and JB will help.

DW will find out how many other patients had Physiotherapy at the surgery previously.

It was decided that we should also write on behalf of the PPG to the Ombudsman to challenge the lack of acknowledgement of our letter expressing concerns about the loss of Physiotherapy treatment at the surgery.

5. GP Practice Update

DW explained that a Phlebotomy Service providing blood tests is now available at the surgery on Tuesday and Wednesday mornings. These must be pre-booked via Reception. New software will be installed to tell these patients to wait near Room 13 and how to be ready for the tests to save time.

Patients can also attend walk-in services for blood tests at the following local hospital and health centre sites:-

St Helier Hospital	Monday – Friday	07.30am – 16:30pm
Jubilee Centre, Wallington	Monday – Friday	08:30am – 12:00pm
Malvern Centre, Cotswold Rd (Sutton Hospital site)	Monday – Friday	08:30am – 12:30pm

DW said that use of online services will continue to be promoted on the electronic noticeboard. 30% of patients have now registered for this, which is above the national average. Ask at Reception to find out how to apply for this.

Dr. Rijendra has now left and another Doctor will be recruited.

Complaints:

- Patients parking in GP's car park. This is not permitted.
- Prescriptions: problems with changes to cheaper brands was queried.

6. Healthwatch Sutton

DN reported on the encouraging Inpatient Care Report (St. Helier and Epsom Hospitals) completed in October 2016.

7. Speaker for next meeting

Suggestions were requested.

A short talk about Diabetes will be arranged for the next meeting.

A talk about Dementia Awareness was requested for a future meeting.

8. Any Other Business

No Smoking Day on March 9<sup>th</sup> will be advertised in the PPG Newsletter and via SMS to patients.

DW was asked if prescriptions could now be collected from the surgery on Saturday mornings. DW will look into this possibility.

AF highlighted a public meeting on Tuesday, 31<sup>st</sup> January at 7pm at Wilsons Health Centre, Cranmer Road, Mitcham, about the closure at the end of March of the Walk in services and GP surgeries there.

9. Date of next meeting: Thursday, 23rd March 2017, 1-3 pm at the Surgery.

This is advertised on the Surgery website.

ABBREVIATIONS:

PPG – Patients' Participation Group

SMS – Short Message Service (a text messaging service)