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| Minutes of Patient Participation Group Meeting | | | |
| **Date:** | Friday 18 March 2016 | **Time:** | 1pm to 1.30pm |
| **Venue:** | Farrant House | **Present:** | Dr M H Ansari (DrMHA)  Komal Doan (KD) Minutes  Melora Hamer (MH)  Dorothy Clevett (DC) |

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| No | Description |
| **1.0** | **Welcome & Apologies** |
| 1.1  1.2 | **Apologies**: Adedamola Aminu, Renee Johnson, Sahida Uddin, Maurice Johnson, Mr Tessel Grant.  KD explained that only three patients replied to her invite letters. |
| **2.0** | **Introduction** |
| 2.1 | KD welcomed all those present to the meeting. KD introduced herself as the Administration Officer. |
| **3.0** | **Premises** |
| 3.1  3.2  3.3  3.4 | No further update since last meeting.  DrMHA explained that the PCT will be looking for alternative premises for all surgeries. DrMHA will email MH an email sent form Emma Gilgrass of Wandsworth.  MH asked about the possibility of combining both surgeries. Dr MHA said yes this is the ambition.  Wandsworth Council will be regenerating Winstanley Estate and Farrant House will be relocated on York Road. At which point Lavender Hill and Farrant House patients will amalgamate into one Practice. If this is not possible, we will consider merging with another surgery. |
| **4.0** | **Staffing** |
| 4.1  4.2  4.3  4.4  4.5 | KD confirmed that Shushma has resigned as Practice Manager and the Doctors will be recruiting for this post soon.  Pam is currently off sick.  We have a locum nurse (Sadia Awale) who works Monday, Tuesday and Thursday’s.  We also have a full time Health Care Assistant (Gwen Thomas) who is able to do blood tests, diabetic checks, asthma checks etc.  DC and MH praised the professional work of Dr Rugina. |

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| **5.0** | **Telephone System** |
| 5.1  5.2 | We have a new telephone system and we are currently in the process of waiting for the SMS service to be set up.  Dr MHA said he would like to use just one phone number for both surgeries. KD said though this is likely, the cost of the set up would be high, but also an 0800 number would be too expensive for patients to call to. |
| **6.0** | **Diabetic Specialist** |
| 6.1  6.2 | KD explained that we have a specialist that conducts ad hoc sessions for patients with diabetes.  The nurse is called Kippy and is from St George’s Hospital. |
| **7.0** | **Any Other Business** |
| 7.1 | DC – suggested name badges for all staff.  DrMHA – produce a practice leaflet with all surgery details including staff names.  DC asked if reception staff were permanent as they are excellent. KD confirmed that Sarah is full time and Isabella is part time and both permanent. DrMHA said he is unsure if they will continue to stay on as in the past old staff “played up”. KD said we mustn’t tar everyone with the same brush. DC recognised that the new staff were helpful and well mannered.  MH suggested we get email addresses from patients as they register so that updates and other information can be sent to them. |
| **8.0** | **Date of Next Meeting** |
| 8.1 | To be arranged. |