

MINUTES OF THE PPG MEETING HELD ON 16th September 2017

Members Present: George, Beryl, David, Karen, Naina.

Apologies: Shani, Tracy, Beverley, Hyacinth. (Naina had spoken to Avril but would leave it to her as to when she would return)

ITEM	DETAILS	ACTION BY
<p>1. Matters arising from last meeting</p>	<ul style="list-style-type: none"> Minutes of May meeting agreed. No matters arising. 	
<p>2. Agenda Items</p>	<p>a) Items from Karen The meeting with Dr Clark, Karen and George re Prostrate Cancer was very productive. A letter is to be prepared and sent to appropriate patients within a certain age group.</p> <p>An advert has been put out for new GP's to cover an extra 5 sessions – only 2 CV's received.</p> <p>DR Gohil will be with us for another year and we also have 2 new apprentices in reception who will also be with us for a year.</p> <p>Healthwatch Redbridge Enter & View draft report received and handed to members. Karen not completely happy as there were inaccuracies in the reported conversation and observations made. Appeared dictatorial as we were expected to have a "communications book" which we were unaware of, we have never been offered one nor know how to get one.</p> <p>Karen handed out a printed questionnaire that was initiated by the PPG. PPG members will use this going forward when they are speaking to patients in the surgery.</p> <p>The flu clinic will be held on Saturday 23rd September between 8am and 12noon. A new system has been evolved to keep patients moving.</p> <p>PPG members present said they would be able to come in to help out at the flu clinic and speak to patients at the same time using the new questionnaires.</p> <p>b) New Members We are still struggling to get new members and perhaps the flu clinic will be a good opportunity to recruit. Consideration to be given to changing our meetings to a weekday evening, as this may also help to bring new members.</p> <p>d) PEF & LEG Naina has spoken to Howard, the chair of the LEG and a meeting is to be arranged in October.</p>	<p>Karen</p> <p>ALL</p> <p>ALL</p> <p>ALL</p>

	<p>PEF – new structure of meeting to begin incorporating all 3 boroughs, Barking & Dagenham, Havering and Redbridge. This will be organised by the CCG.</p> <p>e) Suggestion Box Only 2 comments and neither of them helpful.</p> <p>f) Information Stands Re Dementia – Naina will ask Lisa Oliver from Elderberries to see if she can attend at the flu clinic. Naina also suggested she contact the Chair of the PPG at Palms Medical Centre to see if we can arrange a joint venture.</p> <p>g) Terms of Reference Tracy is dealing with this. Naina to speak to her regarding this.</p> <p>h) Attendance and contact with GP Karen is happy for a PPG member to attend a meeting with DR's once a quarter.</p> <p>i) A.O.B David again raised question of missed appointments. At present these are averaging 392 a month equating to 20 missed sessions. Karen confirmed the details are shown in the surgery.</p>	<p>Beryl</p> <p>Naina</p> <p>Naina</p> <p>Naina</p>
Meeting Closed	Next meeting Saturday 28 th October at 9.30am	