

Meeting Title: PPG
Date: 12/6/17
Chair: Mrs Joanna Fox
Minutes taken by: LC

Staff present, Joanna Fox, Lindsey Angell & Linda Chapman

Welcome and greetings to all attendees:

Tony Santos
 Patricia Hafez-Mahmoud
 Sarah Jameel
 Afraa Ghalib
 Tess Jelen
 Teddy Ancrasamy
 Tariq Moghal
 Julian Anderson

Apologies:

Sarah Jhirad
 Carlos Capdevila
 M Hafez

Agenda Item	Action Points Raised	Actions Completed by When	By Whom
<p>The Closure of South Westminster Centre</p>	<p>As we host a lot of our services in house it is not viable to operate out of SWC, so we will be withdrawing our services from SWC on 31/6/17</p> <p>Discussion of findings from JF regarding usage and age statistics, and survey results from within the last 12 months shared.</p> <p>Patients discussed that most seemed ok with the decision, but there were a couple of older patients who were not satisfied at this decision.</p> <p>Options for patients: Remain registered use all services in core and extended hours at L/S</p> <p>Register at another local practice such as Millbank or Victoria Medical Centre.</p> <p>Difference to L/S 10 minute walk Bus stop right outside for 24, C10 and 360 – all locally routed.</p>	<p>JF</p>	

	<p>JF Made it clear we were not closing a site, nor asking patients to leave – it is their choice for what suits them and it convenient for them.</p> <p>JF reiterated That we were not closing, we are moving services, we are maintaining same staffing level and same types of service, even our receptionist is being transferred back to L/S.</p>		
	<p>A mail merge sent to patients</p> <p>Text messages will be going out to all patients informing them of the closure.</p> <p>Posters will be going up L/S and in the SWC</p> <p>There will also be notices on the screens in the waiting areas.</p>	<p>JF - June 13th</p> <p>JF - June 30th</p> <p>JF - June 13th</p> <p>JF – June 12th</p>	
Booking online	<p>Booking online was changed in April. We now have to have 50% of our appointments available to be booked online.</p>	JF sharing Stats	
	<p>We may have to look into putting more details on the system for the online booking appointments to make it clearer for patients to know which appointment slot they are using.</p>	JF – to investigate the descriptions of appointments	
AOB	<p>A Clinician should be at each meeting to answer clinical questions.</p>		Julian Anderson
	<p>PPG is run by patients PRG is run by the surgery</p>		Tony Santos
	<p>Morning/afternoon meetings are ok, but we need to have a late meeting to get more attendees. Tony to sort out dates for the next meetings. Every 2 months?</p>		Tony Santos
	<p>PPG list to be checked off to ensure those on it are all still willing to receive correspondence</p>	<p>JF to liaise with LC/LA to check list is up to date then send contacts to PPG Chair</p>	Tony Santos
	<p>There should 6 meetings a year. The next meeting will be in July.</p>		
	<p>The tone of certain text messages sent to patients should be checked as some come across as being a bit abrupt.</p>		Patricia Hafez-Mahmoud.