



# Pimlico Health @ The Marven

**Meeting Title: PPG**

**Date: 29/7/2016**

**Chair: Dr Tew**

**Minutes taken by: LA/LC**

**Present:**

Staff present, Dr Tew, Lindsey Angell, Linda Chapman

Welcome and greetings to all attendees.

Patricia Hafez, Richard Fletcher, Sarah Jhirad, Sarah Jameel, Patricia Mahmood, Wioletta Zawislak

Apologies

Tessa Jelen, Tariq Moghal, Carlos Capdevilla, Julian Anderson

Agenda Item	Action Points Raised	Actions Completed by When	By Whom
New website	<a href="http://www.pimlicohealth.co.uk">www.pimlicohealth.co.uk</a> Patients can pre-register, update personal data (mobile phone numbers etc) Book appts, request medication, Patients can now view their coded records. Feedback so far has been very good , a well improved website.	Jo had an input into the design, We have direct power over the new website.	
Survey Results: system online and SWC	We have had a good response to the survey on usage of the online system.	76% have used it 23% have not 52% book appts 46% request medication 46% find it easy to access.	
SWC to close	We now run our own clinics for phlebotomy, diabetes and dermatology, Phlebotomy has been in house for about 1 year.	52% of patients would attend Lupus St 16% of patients would register elsewhere.	
Appointment Types	We have a walk in clinic every morning from 8.30am Pre-bookable same day appointments over the phone from 8am, and for medical emergencies we have the on-call doctor call back, We have a ticketing system for the morning walk in clinic and a brief triage at reception to ease the flow of booking appointments.		
New Staff	We are currently recruiting a new GP, as a long term locum is now leaving us. We have a new HCA , Klara. Nicole is on long term sick leave due to a back injury.		
Deanery	The Deanery have now given us training practice status, our trainer GP ids Dr Elisabeth Littlewood and we have a Registrar, Dr Emma warner starting in		

	August. She will be shadowing all areas and her clinics start on 31/8/16 (20mins)		
Defect Log	If patients see any problems or defects in the surgery, they can either email in or let a member of reception staff know.	Lindsey will then be informed and will contact the relevant person to rectify the problem. This is already being done in house.	
Our onsite pharmacist @ Paxalls	JAY our pharmacist can now prescribe, so for any minor ailments patients can see him.	There is a consultation room onsite in the pharmacy	
AOB	<p>The room numbers are going to be changed as the feedback from patients is that at the moment they are confusing. They will be changed to Clinic Rooms 1-4 upstairs and Clinic Rooms 5-13 downstairs. They will also be altered on the calling system.</p> <p>Tariq would like to say that every Locum member of staff that he has seen has been outstanding and that the practice have a good quality of staff.</p> <p>It was suggested that our Registrar should maybe come to the next PPG meeting.</p> <p>Chairperson: It was suggested that the members arrange a meeting to choose a chairperson, they could all nominate someone, unless someone wishes to volunteer to be chairperson. It was also suggested that they could take it in turns to be chairperson.</p> <p>The PPG is not a forum for complaints, it is a partnership between the practice and the patients.</p>		