

WEMBLEY PARK DRIVE MEDICAL CENTRE

PPG Meeting

AGENDA & minutes

Date: 24/04/2018

Start Time: 2:00pm

End Time: 3:30pm

Location: 21 Wembley Park Drive Medical Centre

Time	Item No.	Discussions	Presenter	Information Papers
1400	Intro	Review of Minutes/Apologies		
1405	PPG Update & Feedback			
1415	Practice Update & Feedback	<ul style="list-style-type: none">➤ E Consultations➤ Auditing of appt system➤ Diabetes prevention programme NHS & Council		
1430	Goals	PPG Future – Improving engagement becoming active see meeting notes from Feb 2018		
1445		AOB Repeat Prescribing process	Mr DL	
1500	Close	Date of next meeting ^{23rd} August 18 6:00pm		

PRESENT

Arti Patel – Practice Manager

Dr Sachin Patel - GP

Nhipa - Asst Manager

DL

PO

MH

JA

Amanda - Administrator

APOLOGIES

GT

JJ

MG

AP

UR

AS

NP

Minutes of Meeting:

- Review minutes from last meeting Nov 2017 & Feb 2018

PREMISES

- Invite Sue Hardy (Estates manager) to a PPG Meeting to discuss further the development of WPD Premises

E-Consultations

- Briefly discussed E-consultation for moving forward to match patient demand
- Clear protocols & Confidentiality agreements should be in place, and also the correct person addressing the request should have appropriate training to avoid any harm coming to patients
- Dr Patel is currently in the implementation phase
- MH & DL would like to see more information on how this will work in General practice Arti will send out slides

ACCESS

- The practice is currently auditing & reviewing current appointment system to make improvements and match demand. Once results are here we will be discussing this at the next PPG Meeting
- Create a small working group to work with practice looking at access
- Have a look at the DNA (did not attend) and try to identify the those who DNA the most

PRESCRIBING

- Repeat RX requests need to be accurately looked at by reception before request is made to GPs as this avoids any medication discrepancy and delay

AOB

- Send out PPG annual meeting calendar to all members
- MR DL happy to review the minutes before final version is sent out
- Mr DL would like to help with monitoring the notice board & updating them as many errors have been noticed
- MR MH would also like to see how the Whole System Integrated Care dashboard looks will arrange a date & time with him
- Health Promotion day to promote Diabetes to be organised - Dr Tariq/ Amanda/GT to be involved
- Patient s encounters at the front desk should be that the staff are helpful and the patient should feel they have been helped & supported arrange some training for the frontline staff to attend in customer service