



The Rushey Green
Group Practice

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DR JUDY CHEN MRS. GILL SULTAN DR ALBERTO FEBLES

ASSOCIATES: DR SAM SHAW-DR DAVID DAVIES-DR ANJA WILTON - DR ANITA BELGAUMKAR – DR DIL VAHIDOVA
 DR SYREETA DAW- DR NUALA HALE – DR PETER COPNALL

PRACTICE NURSES: ANN ENRIGHT – YEMISI BROUGHTON – KEMI ODUMALA – STELLA ODESANYA
 PRACTICE MANAGER: MS ANTONIA MAKINDE

Patient Participation Group Meeting October 1st, 2014

Minutes

1.	<p>Present Patricia Idusogie- Assistant Practice Manager –PPG Lead</p> <p>PPG Group DM, MS,MB,AS,JM</p> <p>Apologies AL</p>	
2.	<p>Agenda Items Discussed:</p> <ul style="list-style-type: none"> • Welcome <ul style="list-style-type: none"> - 3 new staff for reception - Nomination of new PPG Chairman - How the new appointment system is working after a month - Share DNA results for September - Update about the problem with the appropriate use of our patient toilets - Next meeting date - Misc • Close 	PI
3.	<p>Welcome PI welcomed the attendees.</p>	
4.	<p>3 new reception staff The group was informed that we are in the process of hiring 3 additional staff for reception after we lost two of our tenured staff. The new staff will start mid-October. Our aim is ensure that we have sufficient staff every hour of the day to handle the high call volume. Those present did mention that they were concerned about the back log in scanning and they wanted to know what we were doing to address the matter. One of the questions that was asked is why we did not have a dedicated</p>	PI

	<p>person scanning and that person could do other jobs in reception when we are up to date with scanning. I explained to the group that we want everyone to have similar skill sets and with 7 reception staff we would have enough staff to rotate the scanning work. I informed the group that we had Mary who was a previous employee had come in to help with scanning. The group wanted to know why we were only hiring 3 new staff and what process did we use to determine how many staff were need.</p>	
5	<p>Nomination of a new PPG Chairman PI had mentioned that there was need to have a new PPG chairman nominated quickly. PI asked the group present if any of them had an interest in taking on the position. Due to work and outside commitments those present could not commit. We are looking for someone who has a flexible schedule and will be able to attend the practice meetings when required.</p>	PI
6.	<p>How the new the appointment system is working after 1 month PI shared with the group that it was early days to tell how it was working. Every day is different. We are still seeing patient's queueing up in the mornings for appointments even though we no longer offer the same day appointments. Patients not taking advantage of pre booking appointments 1 month in advance. The reception staff is still having to communicate how the appointment system works to each patient presenting at the window. We are seeing a slight decline in missed appointments as patients are texting and calling in to cancel their unwanted appointments.</p>	PI
7.	<p>Shared DNA results for September PI informed the group that we had 434 DNA's for the month of September. A slight decrease to the previous month of 497. PI explained the process of tracking the DNA and sending out letters to the patients weekly.</p>	PI
8.	<p>Update about the problem with the appropriate use of our patient toilets PI explained to the group we are seeing an improvement since we started locking our toilets. PI explained that the toilets will only be unlocked for our patients only. PI did explain that although it was an inconvenience to our patients and staff, this is what we have had to result to, to protect our patience and staff.</p>	PI
9.	<p>MISC One of the items that came up in the meeting, the group requested that they would like one of the partners to be present at each of the PPG monthly meetings. AS stated that when urgent results were received that the GP's should ensure that these patients are able to be seen right away. MS was concerned that patient results were not been actioned quickly and this was delaying urgent cases and referrals. MB who writes for the Lewisham Pension Gazette stated that she would like to add a piece about Rushey Green Group Practice in the Lewisham Pension Gazette, a piece that highlight our new appointment system.</p>	AS, MS, MB
	<p>Date of Next Meeting Tuesday November 5th 2014 at 7.00pm-8pm</p>	