

WELLS PARK PRACTICE

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Partners: Dr Tony Adegoke-Dr Ranti Bolarinwa-Dr Prachi Gupta

Associates: Dr Katherine Ward -Dr Elizabeth Paul –Dr Omoesiri Emedo

Dr Vinyas Singh – Dr Heli Vaterlaws-Dr Zinah Quadir

Practice Nurses: Rosie Dada-Gill Jenkins-Saido Ali- Dunmininu Smith-Barbara Abotsi

Practice Manager: Antonia Makinde

Patient Participation Group Meeting – Thursday 15/2/2018 @ 6.30pm

Present; PPG members;

Mel Deakin-Chair (MD)

Stephen Griffiths (SG)

Satish Patel (SP)

Frances Rowe (FR)

Fran Payne (FP)

Staff;

Antonia Makinde-Practice Manager (AM), Jane Feldman-Practice Co-ordinator (JF)

1. JF informed PPG members of the proposed open day on 24/2/2018 from 9am-12noon. Objective for the day are for staff to engage with patients on an informal basis to show case available support within the practice as well as external organisations.

PPG members agreed a good idea and suggested ways of advertising.

SG suggested contacting Voluntary Service Lewisham regarding open day.

Decision taken: Advertising ideas and open day to go as planned.

2. JF informed members of planned Diabetic management clinic on 7/3/2018 from 3pm-5pm at the grove centre Sydenham. Nurse Rosie Dada and Diabetic expert to run the clinic. Objective is to share ideas, experiences as well as provide support in managing their illness. PPG members agreed a good idea

Decision taken: Diabetes clinic to go ahead as planned.

3. JF informed members of proposed mental health clinic to be held at the practice. Objective; A forum where mental health can be discussed and the purpose is to raise awareness as well as address mental health stigma. JF to lead on this and to invite external mental health organisations as speakers.

PPG members welcome idea and requested looking at the same for COPD and

Asthma clinic as well

Decision taken; Proceed with mental health project. Suggestion of COPD and Asthma noted.

4. JF informed PPG members of erection of outside bench as previously requested and PPG member also commented on the skip in disabled bay being removed as requested from previous PPG meeting

5. JF informed PPG members of future plans to update the car park security with cameras as well as looking at other options.
6. PPG member suggested contacting the council to see if it was possible to have disable bays put out at the front of the gates
Decision noted and JF to contact the council.
7. AM informed members that the practice is looking at having an automatic gate, wheel chair accessible, easy access for double baby push chairs and a blood pressure monitor in the health promotions room
Decision welcomed by members
8. PPG member observed the queues at reception are too long. The possibility of getting a mirror at the desk so staff are able to see the length of the queue.
Decision: Reception staff to call for back up after 4 patients in queue
9. Staff update by JF: Newly employed staff;
GP; Zinah Quadir and Edward Morris GP Registrar
Receptionists; Kevin Monks; Rita Prescott; Mertelene Caddle
Dr Ward presently on maternity leave and Dr Vaterlaws to go in March
10. PPG members recommended signs to be put up in waiting room showing directions to clinical room.
Decision: to be actioned.
11. AM discussed Pan PPG survey feedback and asked for volunteers to attend future meeting on 28/3/2018. Members are yet to respond regarding attendance.
12. AM informed PPG members of Lewisham winter assessment team to close down and surgery nurses have started making home visits.
13. PPG members still concerned about the queuing telephone system and deemed unsatisfactory. AM addressed updated phone system and signposting. AM discussed new scheme in place where patients details are taken for a call back and receptionists are no longer asking patients to call back.
14. SP mentioned the lack of awareness regarding the GP extended access.
Decision taken: leaflets to be put out in reception area.
15. Discussed frequency of future meetings. PPG members welcome practice's initiatives in engaging all patients. Noted recent open meetings have been very successful. To this end, suggested that the PPG meet as a small group three times a year and the whole practice population two times a year. JF to confirm future meeting dates and notify PPG members.