

## PGG MEETING

Present: Warren Abraham, Anthony Bardon, Dawn McCall, Joyce Henry, Bethani Travis, Saheed Awan, Nasher Allidina and Dr Rafik Taibjee

Apologies: Wendy Walker, Margaret Duncan, Alan Carter, Joan Rackham, Allan Cook, Jean Jales, Shaun Buhanan, Belinda Steer, Rachel Warren, Fudge.

Date: 11th September 2018 1pm-2pm

AGENDA ITEM	DISCUSSION	ACTION	BY WHOM																		
Review Previous Meeting	<p><b><u>Book Corner-</u></b> The members and management have agreed that we could have the books on shelves in the waiting room. I have discussed with the lead receptionist that we will create a poster that can be put up stating, please leave family friendly books on our book shelves, where you can also buy other books for as little as £1-£0.50p .</p> <p>We suggested that books that are donated should only be of fiction and in date health books.</p> <p><b><u>Decoration of surgery-</u></b> The management have found a painting and decorating company that is willing to paint the surgery. Rita will be in contact with them to arrange dates and times, as to when this will start. Among the decorating, all carpets will be removed and replaced with plastic floor. Dr Rafik mentioned that it would also be a good idea to have some art on the walls in the hallway. Patients can also donate pieces of art to the practice.</p> <p><b><u>Friends and family test-</u></b> The results for August 2018 are 30 again we have reached the amount that is expected of us. Well Done.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="text-align: center;">Total By Response Type</th> </tr> <tr> <th style="text-align: center;">Response</th> <th style="text-align: center;">Count</th> </tr> </thead> <tbody> <tr> <td>Extremely likely</td> <td style="text-align: right;">17</td> </tr> <tr> <td>Likely</td> <td style="text-align: right;">9</td> </tr> <tr> <td>Neither likely or unlikely</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Unlikely</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Extremely unlikely</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Don't know</td> <td style="text-align: right;">0</td> </tr> <tr> <td><b>Total Submissions</b></td> <td style="text-align: right;"><b>30</b></td> </tr> </tbody> </table>	Total By Response Type		Response	Count	Extremely likely	17	Likely	9	Neither likely or unlikely	1	Unlikely	1	Extremely unlikely	2	Don't know	0	<b>Total Submissions</b>	<b>30</b>		
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	<p><b><u>Carer's navigation-</u></b> This service is working very well for us. The members thought it would be a good idea to have coffee mornings or meetings every 3 months, so that the carers can discuss certain things. After discussing this with management we agreed that there would not be enough time for anyone to put this together. There is a carer's support group in Merton, which is called Carers Support Merton; this club offers all these services and support for carers. We also have a social prescriber, Bec Yusuf he runs a non-medical service which is an hour long appointment. Bec helps with supporting vulnerable, elderly and carers with services that they may not be aware of.</p> <p><b><u>Responses to the Friends and Family Feedback Text-</u></b> After speaking to management about this, it was decided that being able to respond to the text message you get is a lot more work to change on the system. So we will continue to hand out the paper versions.</p>		
AOB	<p><b><u>Hospital Prescriptions-</u></b> Members asked about hospital prescriptions and if they could be done at the surgery. Dr Rafik explained to the members that it depends on what is on that hospital prescription. He informed the members that there is a box at the top of the hospital prescription that states, collect in hospital or take to GP practice. If the box is ticked for you to collect from hospital, then you have to collect it from as it will not be done in the practice. If the box is ticked for it to be done in the GP practice, then it can be done in the practice but will also take 48 hours to be processed.</p> <p><b><u>Daily events at practice-</u></b> Members asked that reception manager needs to make reception staff aware of events and things that are going on in the practice on that day.</p> <p><b><u>I would like to say that I will be leaving the practice to go on to another surgery and that our lead receptionist will taking</u></b></p>		

	<b>over from me. This is Georgia pomeroy, she will be leading the next meetings. Thank you all so much it has been a pleasure.</b>		
Next Meeting	<b>You will be informed of the next meeting via letter and it will also be uploaded onto the website.</b>		