

## **Minutes of PPG meeting held on Thursday 16<sup>th</sup> October 2014 at Woodgrange Medical Practice**

### **Present:**

Peter Rekkhaye (Chair)                      Caroline Brown (Secretary)                      Mr Knolly                      Rebecca Hemming  
Jennifer Sheikh                      Nasima Patel                      Dr Parmar                      Darshan Kaur                      Candida Owusu-  
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In attendance: Helen Crossley

### **1. Apologies**

Ian Davies                      Marina Duncombe

### **2. Minutes of the last meeting**

The minutes were accepted as an accurate record of the previous meeting

### **3. Welcome**

Candida was welcomed as a new member to the PPG

### **4. Matters Arising**

There were no specific issues arising, most would be dealt within the agenda

### **5. GP Survey**

The GP survey – sent out centrally directly to patients and not via the surgery. Headlines:-

- Results were good
- The survey results will be published on the WMP website

### **6. Frequent Attenders**

It was confirmed that rates of attendance from the group targeted appeared to decrease when action was taken via sending the PPG letter, together with a discussion with a doctor outlining the affect their frequent attendance has on the Practice.

Future action to include an audit by the medical students to look at the rates of attendance in further detail both pre and post intervention.

### **7. Councillor visit**

Councillor Clive Francis due to visit the Practice on 6<sup>th</sup> November. Members of the PPG to attend if possible.

### **8. Parking**

This has not progressed as yet, it will be discussed when the Councillor visits. It was suggested that in the future Doctor spaces may be taken away altogether, this was a rumour and had not been confirmed.

Item to be brought to a future meeting.

## **9. Awards**

It was noted that the Practice had been nominated for two awards:

- Diabetes Team of the Year
- Long Term Conditions

Good luck to all

## **10. Helen Crossley**

HC outlined her role as a new Practice Nurse in the Practice. She wanted to raise awareness of the various activities available in the Borough for keeping healthy including:-

Copper Box

- There is a Healthwise referral Programme – a 12 week programme (not free)

Active Newham

- Variety of initiatives (although not easy to find details).

It was agreed that there appeared to be plenty of different options available within the Borough that should be publicised more.

## **11. Survey**

The next annual survey due to be run shortly. It was agreed that the format should follow this year and be very simple.

It was agreed that the next set of medical students could draft and then the following set collate results.

PPG members to suggest questions asap via email.

## **12. Any Other Business**

### **12.1 Transforming Lives**

JS reported back following this event, explaining that the discussions were mainly around communication failures between all parties ie Doctors and after care.

### **12.2 Tejinder Dhingra-Singh**

It was confirmed that Tejinder had passed away earlier in the year. It was agreed that there would be not replacement Deputy Chair to the PPG.

**Date of the next meeting: Thursday 22<sup>nd</sup> January 2015**