

THE SELHURST MEDICAL CENTRE

DR R DABO BM, MRCGP

**The Selhurst
Medical Centre
27 Selhurst Road
South Norwood
London SE25 5QA**

Tel No: 020 8684 2010

3rd June 2015

Attendees:

Representing Patient: Miss C. Richardson, Mr E Imbeah, Mr Y.Patel and Ms N.Kalsi

Representing Practice: Dr R Dabo & Sam Ramkumar (Practice Manager)

1. Open Meeting Dr Adrian Draper, Consultant Physician. Basic COPD

Members were informed about upcoming open meeting for COPD.

Meeting planned and arranged by Practice Manager, leaflets and any freebees will be given by Christine Mitchel from St Anthony's.

As far there are about 9 confirmations of attendance.

Patient Participation Group member will be attending and will be available to arrange seating.

Practice Manager checked venue and organized time for arrival, parking arrangements (Brit scholl car park available for use) seating arrangement; chairs and table provided at venue

2. Recruitment of new members

As mentioned by Dr dabo; Practice Manager to get details for arranging a virtual PPG. PPG member NK will assist PM with News-letter for the practice.

3. Appointment updates , suggestion from PPG members

Appointment Audit was given to PPG member for both GP and Nurse from Jan –May 2015. Attached

Report Name: Appointments Dr Dabo

Parent Population: Currently registered regular patients

Last Run: 01-Jun-2015 14:59

Relative Date: 01-Jun-2015 14:59

Patient Count: 2678

Males: 1305

Females: 1373

Appointment Date	
Jan	586
Feb	626
Mar	784
Apr	672
May	614
Jun	0
Jul	0
Aug	0
Sep	0
Oct	0
Nov	0
Dec	0
Total	3282

Report Name: Appointments Nurse
Parent Population: Currently registered regular patients
Last Run: 01-Jun-2015 15:07
Relative Date: 01-Jun-2015 15:07
Patient Count: 2678
Males: 1305
Females: 1373

Appointment Date	
Jan	254
Feb	219
Mar	224
Apr	202
May	189
Jun	0
Jul	0
Aug	0
Sep	0
Oct	0
Nov	0
Dec	0
Total	1088

PPG members suggest another GP or General Practitioner nurse; as per Dr Dabo she would like to have someone else however it's hard finding someone who just wants to work for 1 day or a few hours a day as she can't afford to have someone on a full time basic.

PPG members were informed about the new tablet in the practice for the use of dealing with hearing or speech impaired patients. She also mentioned whether it will be a good idea to have the tablet available for kids when they have to wait for long period to see the GP, no of the members along with PM thought that was a good idea. Instead a Wall mounted TV was advised by Dr Dabo.

4. Reduction of waiting times

In effect for some time, all extra /urgent patients that are given sit and wait appointments are asked to come and wait in 3 slots so to minimize waiting time this is currently done for AM and PM sessions however as per Dr Dabo the PM(afternoon) staff does not always advise patients. Practice Manager will inform Admin staff. PPG member thought it would be a good idea if we can have the current AMScreen with a message informing patient that the GP is running late and approximately how long. Practice Manager checked with AMSCREEN and will be given log in details to access the screen for any updates required.