

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

Meeting Agenda 15th September 2015

1. Updates from the PPG meeting held on the 3rd June 2015
2. Accident and Emergency Attendances Reduction
3. Appointment updates
4. Suggestions from PPG members

Meeting minutes: 15TH Sep 2015 1:30pm

Attandees: C Richardson, E Imbeah
K Navpeed and Y.Patel could not make the meeting.

Practice: Dr R Dabo (GP) and Sam Ramkumar (Practice Manager)

Updates following meeting held on the 3rd June 2015.

Practice manager gained access to AM Screen and is now able to update the approximate waiting time to see the GP. It is updated weekly using an approximate waiting time over the past week.

Accident and Emergency Attendances reduction:

Walk in Center:

PPG meeting recommend having poster up advising patient of the walk in center and it was nowhere visible in the waiting room or at reception.

For the visual impaired patient we can have a recorded message advising patient of the Walk in centre.

More awareness needs to be made for the Walk in Centre

The use of 111 services:

Experience from one of our PPG member; she once forgot and took her daytime amount of Insulin at night. She rang 111 services for advice, she was put through to 5 different advisors and neither of them knew what she needed to do, the last advisor she was transferred too advised her that she needed to stay awake all night. She said her faith in the service is no longer there and she will never contact them again in the future.

Local Pharmacy:

The use of local pharmacy for minor aliment was also discussed. However it was noted that patient preferred to come and sit and wait at the GP practice to get a prescription because it would be of no cost to them where as if they went to their local pharmacy they will have to pay for over the counter medications.

Appointment updates:

PPG member recommended the use of SMS for DNA's
Patient should have the option to reply to SMS appointment reminder if they can't
make it for their booked appointment. That option is not available at the moment.

AQL will now responsible for SMS via Emis Web from Oct 2015. Practice manager
will check on the availability to reply to automatic SMS sent by the practice.

Suggestion for PPG members

One member recommended a patient to join our PPG group. Practice manager will
send letter of invitation to patient.