

THE SELHURST MEDICAL CENTRE

DR R DABO BM, MRCP

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

Tel No: 020 8684 2010

Meeting Agenda – 10th March 2015

1. New Practice Manager
2. Reduction of waiting time
3. Friends and Family Test
4. National Association of PPG
5. Recruitment of new members
6. Appointment updates
7. Open meetings [Dr Adrian Draper, Consultant Physician. Basic COPD](#)

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Patient Participation Group
Meeting Minutes - 10th March 2015

Attendees

Representing Patient: C Richardson and Mr E Imbeah

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

Discussion 10th MARCH 2015	Discussed by
New Practice Manager was introduced to PPG members	DR
<p>Reduce waiting time Practice introduced a new system of bringing patients with urgent appointments in shifts, 3 blocks of urgent appointments and patients will be told to come in at 10.30, 11:30 or 12.30. PPG members were updated on the new system and surgery will continue as waiting times for emergency patients has reduced; Dr Dabo mentioned a similar system will be in place for the PM session as patients currently booked as urgent waits for approximately an hour. PM to update reception staff.</p>	PM
<p>Appointment Update Practice introduced text message service to remind patients of appointments. Practice puts up monthly poster showing number of DNAs to inform patients of DNA rates. DNA was reduced for the month of Feb. PPG members were given graphs that shows the amount of patients seen by DR and Nurse for Jan and Feb. Dr Dabo saw 612 patients in Jan and 628 patients in Feb. Nurse (Rosita Tongol) saw 261 patients in Jan and 208 patients in Feb. PPG members that were present agreed that Dr Dabo saw quite a lot of patients and they worry about her health. Dr Dabo wants to hold an open meeting for treatment for Minor Illness, at present when she sees new mothers she gives a print out about treating Minor illness for infants. By making patient more aware appointments to see Dr for Minor illness can be reduced and those appointments can be given to patients with severe illness. One PPG member suggests Dr charges patients to be</p>	PM & DR

seen or for the prescription, Dr mentioned that could only be done if introduced by NHS England.	
<p>Friend and Family test</p> <p>Survey and results discussed with PPG members, Chart with results were given to members for the month of Feb 2015.</p> <p>Dr Dabo would like to have a Day out for Older patients and other patients, she recommend gardening in the summer .She would like once patient's meets each other, volunteers (recommended by Dr) will be welcomed to take Elder patients for Walks etc. One PPG member suggested going to the church.</p>	
<p>Open Meeting</p> <p>Dr Adrian Draper, Consultant Physician has agreed to visit our open meeting in June to discuss Basic COPD to patients.PM to book date (7PM Wed) and Venue.</p>	PM

National Association of PPG

PPG to look into joining National Association of PPG so they can use their wide range of resources to support their activities, PM to get more information.

Recruitment of new members

PPG looking for new members to join group, DR suggest a new member; she is currently a patient. PPG members agreed to the additional member.