

## **The Firs Patient Group**

### **Minutes of 2<sup>nd</sup> Meeting - Monday 14 May 2018 at The Firs surgery, 6.30-8 pm**

Attending : Linda, Trish, Gailiffe, Jean King (Chair), Janet Ashley Richard Francis, Neal Levis, Rehana Meeajane (Practice Manager), Shinaz Malik, Andy Simons

#### **Agenda**

1. Welcomes and Introductions (Jean)
2. Agreed the Minutes of the meeting held on 19 March (Andy)
3. Patient survey (Richard and Helen)
  - All filled-in forms to go into our box.
  - Training session Monday, 4 June from 6.30, expected to be brief.
  - Advert to be done for 'Waiting Room Survey.'
4. Discussions with WFPPGs (Neil) and other organisations:
  - 'Health Day' of Age Concern on Diabetes.
  - Lime Tree PPG
  - Upcoming speaker on Whipps Cross update, 2 June.
  - Considered inviting a speaker from WF HealthWatch.
5. Recent and upcoming meetings and events

Practice Manager and staff joined at 7pm

6. Update and discussion on issues raised at last meeting, including:
  - Change online title of the group from "Firs Patients Group" to "The Firs Patients Group.
  - Telephone appointments : Complaints have been reduced but the procedure still needs improvement
  - Missed appointments. New posters requested with 'Each missed appointment costs the surgery about £50.' Terminology in surgery is 'DNA' (did not attend). When three appointments are missed, a patient receives a letter; if they DNA again, they're struck-off from the Surgery's list.
  - Repeat prescription online system : should improve when doctor-specific info is *not* going through, otherwise a different doctor than the patient's registered one has to sign-off each one.
  - Special events : Diabetes workshop a possibility; a yoga workshop will happen Thursdays in June, provided by the Champions (Altogether Better), organized by South Bank University.
  - Triage system was tried 2 years ago with doctors, but didn't work well. Currently a doctor reviews triage candidates around mid-morning and patients are phoned back after 10.30.

- Children's toy area was proposed; it had been tried a few years ago but halted by Inspection Control.
- Publicity for future public meetings could include emailing as well as public social media.
- Dr. Ahmed has now resigned from the Practice, but Dr Mahmoud is soon to be on maternity leave.

7. Firs PG Exec Mtg on Friday 6 June. 6.30? Note : Rahanna and Shinaz won't be able to attend due to Ramadan.