

## **GOWER PLACE PRACTICE**

### **PATIENT PARTICIPATION GROUP MEETING TUESDAY 3<sup>rd</sup> June 2014**

**Attendees:** Evelyn Abberton; Dr Mark Barrett; Carol Sheils; Michelle Green; Carole Buisson-Syla; Margaret Versteeg; Dr Diana Manuel; Glenys Fenemore Jones

**Apologies:** Mary Pyke; Shafu Khanom;

#### **MINUTES OF THE LAST MEETING**

Previous minutes discussed and accepted.

#### **MATTERS ARISING**

From 1<sup>st</sup> October 2014, there will be a new survey coming out called the Friends and Family test. At the moment, there is one prototype questionnaire so we cannot compare the questions. We have no more information only to say that it is coming in from October and the practices will be expected to do it. The new survey might open up the possibility of patients moving practices. The friends and family test may have an impact on where patients decide to register or whether they remain at their current practices. Practices will remain independent. However practices will work together in federations to provide services to all patients.

#### **PREMISES UPDATE**

The lease expires at the end of June 2014. UCL has not given us a formal notice yet. We are still in negotiation with University of London with regard to their offer of space. We are also still in negotiations with NHS England. We will try to maintain a relationship with UCL and are hoping to be able to keep the UCL logo.

### **ACTION POINTS UPDATED**

We have been encouraging patients to sign the UCL petition and have been trying to keep this as active as possible.

The practice has introduced the first time user of NHS leaflet in different languages. It has been translated into French, Bengali and Mandarin.

The practice can arrange interpreters should patients require this service.

We will be working on our NHS leaflets. We are aiming to make posters more colourful and more attractive. We will also remove old and out of date posters.

### **CAMDEN WIDE MEETING**

The meeting was on 4<sup>th</sup> June 2014 and Dr Diana Manuel attended the meeting with Dr Barrett and Carol Sheils.

### **ANY OTHER BUSINESS**

Patients can now book appointments online. Patient can only make single appointments. Medication dose instructions were discussed. MB explained the term “as directed” on medication labels.

It was felt that UCLH phlebotomy department need to improve their facilities but they run a very good service in regards to the staff.

### **DATE OF NEXT MEETING**

2<sup>nd</sup> September 2014

## SUMMARY OF ACTION POINTS

	<u>ACTION</u>	<u>DETAILS OF PROGRESS</u>	<u>RESPONSIBILITY OF</u>	<u>DEADLINE</u>	<u>DATE COMPLETED</u>
	<u>Outstanding actions from previous meeting: date: 5 November 2013</u>				
<u>1</u>	Update on premises	To be updated accordingly	Mark/Carol	Next meeting	On going
<u>2</u>	Encourage more patient to sign the UCL save the Health Centre petition	To be updated accordingly	All team	Next meeting	Next meeting
	<u>Actions agreed from today's meeting: date: 4 March 2014</u>				
<u>1</u>	Patient awareness of all services next year	To be updated accordingly	All team	Next meeting	Next meeting
<u>2</u>	Posters, leaflets to be changed in waiting (more colourful)	To be updated accordingly	All team	Next meeting	Next meeting
<u>3</u>	Encourage people who need privacy to speak in the designated area and poster need to be created to advertised this	To be updated accordingly	Carol/All team	Next meeting	Next meeting