

**Patient Participation Group (PPG) Meeting
Monday 21 January 2019 at Wandsworth Medical Centre**

<p>1. 1.1 1.2</p>	<p>Attendees: Arleta Morgiel (AM) Practice Manager, Maridiyat Rashid (MR) Reception Manager and 3 patient representatives Apologies: 2 patient representatives and Cancer Research UK, Ms Razina Hussain</p> <p>Introduction and Welcome</p> <p>Minutes and issues raised in the last PPG meeting held on 27 June 2018</p>	<p>AM</p>
<p>2.</p>	<p>Early detection of Cancer and the Cancer Screening Programmes – A speaker from St Georges Hospital, Ms Karen Gray</p> <p>National and regional cancer early detection centres and programmes presented. The local hospital, St George’s hospital and the regional breast, colorectal and cervical cancer screening services. Screening services help the hospital as well as the GP surgeries to find out if patients have a higher risk of developing cancer or other health problems. Its aim is to look for cancerous and pre-cancerous cells or abnormal changes to aid in early diagnosis or treating the affected cells before cancer develops.</p> <p>Raising awareness of the prevention programmes available for patients.</p> <ol style="list-style-type: none"> 1. Bowel Cancer Screening 2. Cervical Cancer Screening 3. Breast Cancer Screening <p>Prevention Programmes – how to use Bowel Cancer Screening testing kits</p> <p>Cancer Research UK and its mission statement, ethos and values. Their continued support and clinical research nationwide.</p> <p>More information available at the local hospital website, waiting areas in the surgery and on-line.</p>	<p>KG</p>
<p>3.</p>	<p>The Practice updates – not discussed due to time constraints and PPG members decided to discuss it at the next PPG meeting.</p> <p>Doctors:</p> <ol style="list-style-type: none"> 1. Dr Alex Bobak – Tuesday 2. Dr Ruslana Popelyuk – Monday – Wednesday 3. Dr Tania Schroeder – Monday – Wednesday 4. Dr Aryan Jogiya – Tuesday – Friday 5. Dr Teresa Brew – Monday – Wednesday (Maternity) 6. Dr Nidhi Puri – Monday, Tuesday, Thursday 	<p>AM</p>

	<p>7. Dr Violeta Hussein – Wednesday, Friday 8. Dr Marya Faizullah-Khan – Monday, Wednesday, Friday 9. Dr Gloria Chan – Wednesday – Friday 10. Dr Fiona Ritchie – Monday, Tuesday, Thursday 11. Dr Christina Bilalian – Monday, Wednesday, Thursday, Friday 12. Dr Christopher Bosshardt – Monday, Tuesday, Friday 13. Dr Danielle Williams GP registrar – Tuesday – Friday 14. Dr Katie Burke FY2 – Monday – Friday</p> <p>Physician Associates:</p> <ol style="list-style-type: none"> 1. Sabrina Le Cras – Wednesday – Friday 2. Emma Hunte – Monday – Friday <p>Nursing Team:</p> <ol style="list-style-type: none"> 1. Rebecca Thorn – Monday – Friday 2. Julie James – Monday – Friday 3. Agnes Monney – Monday – Friday <p>Opening Hours: Monday – Friday 08:00 – 20:00 Saturday 09:00 – 12:00 and 13:00- -16:00</p>	
4.	<p>Friends and Family feedback – briefly discussed including PPG members’ feedback about the customer service at the reception.</p> <p>I. Good overall score 88% - 92%</p> <p>As part of the NHS England requirement, the surgery continues to carry out the Friends and Family Survey. Over the last 3 months, there have been 611 responses with 90% of people saying that they are either ‘Likely’ or ‘Extremely Likely’ to recommend the surgery to their family or friends. October, November, December reports available.</p> <p>II. Things to improve and feedback from patients</p> <p>“Receptionist very unfriendly” “Felt rushed and lack of empathy by doctor”</p> <p>III. Table discussion – customer service at the reception discussed. Feedback to be passed onto the reception team and an immediate improvement expected.</p>	AM/PPG members
5.	<ol style="list-style-type: none"> I. AOB – none II. Next meeting May 2019 – timetable to be announced via website III. Primary Care at Scale – to be discussed 	AM