The City Road Medical Centre

Minutes from Patient Participation Group (PPG) Meeting 24th February 2016

Present: Cathrine Holmes (CH) Practice Manager (minutes), Dr Katie Coleman (KC)

Patients: CaS, ET, JH, SStG, SS, JM, JO, KP.

Apologies: CS, EC.

	Notes	Action
1.	Welcome/Introductions/Review Minutes of last meeting	
	 CH welcomed the group and apologies for the postponement of the last meeting. Minutes from last meeting were approved. 	СН
2.	 NHS Ovarian Screening Programme SStG gave a brief introduction & overview; discussion re the need for a national screening programme. KC explained that there were current tests such as TV ultrasound and Ca125 blood test. However these were not done routinely, and the Ca125 test is only a marker and not a specific test. Symptoms of ovarian Ca are not always present until late stage, and there are not clear indicate symptoms. Gold Standard – tests are currently being reviewed to see if routine screening is appropriate. One way to raise the issue is to lobby parliament with a survey/petition; approach the ovarian cancer charity and organisations such as Ovacome www.ovacome.org.uk or Ovarian Cancer Action www.ovarian.org.uk 	
3.	Newsletter input Suggestions for next newsletter- • Patient online access incl. prescriptions process • FFT (Friends & Family Test) • Cancer awareness page • i:HUB / late night chemists • NHS choices	
4.	 Any other business (AOB): a) New Health Centre. The practice has not had an update but KC wondered if any member of the PPG had heard anything in the community. No-one had heard anything; CH to chase NHSE for update. b) Demonstration – there is proposed demonstration on the 4th March outside the practice. It is a protest against a pilot that the practice are taking part in with Remploy; supporting people in retraining with a view to getting back to 	СН
	work after periods of long term illness; it has nothing to do with DWP or benefits. PPG advised that a poster be put up and CH will add a brief line on appointment reminder texts.	СН
	 c) Dr Sulic is leaving in July; we have advertised for a new partner but had no response. We will keep the PPG updated. PPG wanted to extend their appreciation to Dr Sulic, and requested that he attend the next meeting. d) Patient access survey. CH will email link to PPG members, put up on 	СН
	website, and via social media & attach to appointment texts from 7 th March 2016.	СН

	 e) Follow up interviews re the PAM questionn Information attached, only relevant to those SStg given information and asked to contact) f) JO wanted to raise and issue re length of tire 	who completed originally. JH & et if they wanted to/had the time. me to get UCLH x-ray result; ET KC	
	also relayed a similar issue, also wrong resiflag to CCG. CH to chase JO result & conta		1
	g) ET raised concern re continuity around revie that the practice was in the process of revie to suit individuals needs. ET/JH also reque the reviews GP or Nurse.	wing and tailoring these reviews	
	 h) JH – prescribing error – advised that would investigate. Also separate issue with JH ow review dates seem to be missing from prescribe. 	n prescription; additionally	
	 i) SS – has had several calls with number with message left. KC advised that if calling fror have different approaches whether to leave it is not clear whose phone they're ringing, if personal answer message. 	n practice individual doctors a message or not, especially if	
5.	5. Date of the next meeting Wednesday 25 th May 2016 on 5.00pm-7.00pm at City	Road Medical Centre	

Thank you