

Minutes of the meeting  
**The Francis Grove Patient Group**  
Tuesday 21<sup>st</sup> April 2015  
18:30 – 20:00

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Present

WP, IP, LN, HN, SP, DL,DK

Apologies

AB, GB, KG, JA, SF, AD, MM

Minutes of the Last Meeting

Minutes of the last meeting were agreed with one correction HN was left off the apologies list.

Patient Notice – recruiting new members

The practice completed the annual PPG report for NHS England and posted it on the Francis Grove website before the 31<sup>st</sup> March 2015 deadline. In the report we discussed ways to recruit new members to the group, WP showed the group a poster he has written which can be displayed in the waiting room and posted on the website. WP read out the poster and it was agreed by the members present at the meeting to go ahead.

Working closer with Secondary Health Care (in Hospitals)

WP summed up the presentation given by Bal Chohan GP Liaison manager from Kingston Hospital at our last FGPG meeting. WP continued to inform the group that he is in contact with St. Georges and St. Helier Hospital and waiting to hear back from them when they would be available; we are hoping that St. Georges will be available in June.

Patient Survey Ideas

Recommendations from the annual PPG report agreed to concentrate on working closer with secondary care providers (hospitals) we agreed there are still gaps in patient information about their services and contract details. Our next patient survey would focus on male and female services. Please bring ideas to the next meeting in June.

TV in patient waiting room

There is a TV on the patient's waiting room wall put up some time ago by "Life Channel Ltd" unfortunately this is still not working. DK has been in touch with the company and we are still waiting for an engineer to come to site. WP and DK have discussed trying to getting it working again and if the company is in

agreement WP would be responsible for adding patient information. DK will keep everyone updated.

### New Nelson Hospital

The Nelson opened on 1<sup>st</sup> April 2015 the outpatient services and community services are commissioned by St. Georges Hospital.

### **Out patient clinics**

Dermatology, Plastics, Orthopaedics, Urology, Colorectal, Gastroenterology, Respiratory, Renal, Diabetes, Gynaecology, Rheumatology, Cardiology and Ophthalmology.

### **Other Services**

Endoscopy, x-ray, Ultrasound & Blood tests

Minor procedures, Community Mental Health, Musculoskeletal, Physiotherapy, podiatry, Diabetic eye screening and Holistic and Rapid Investigation (HARI) service.

### Private Prescription

Demand from patients who are requesting an NHS prescription after seeing a private consultant is increasing. The practice has taken advice from the CCG Pharmaceutical team and they can provide us with a template letter which can go with the patient's private referral stating we can only provide certain medication on the NHS so that patients are made aware of our prescribing limits.

### Notices in the Waiting Room

Members of the group mentioned the notices in the waiting room were busy and overcrowded and not necessarily in any particular order. It was agreed that the practice would take a look and see if this could be improved and maybe set out notices in male / female sections.

End of Meeting

**Next Meeting Tuesday 16<sup>th</sup> June 2015@ 18:30 – 20:00**