

**Notes of the Streatham Common Practice
Patient Group Meeting
Held on 30th October, 2018 at 6pm
in the Guildersfield Road Conference Room**

Welcome and Introduction

Twelve people attended including Dr. Rakin and Dawn Defontaine, Practice Manager of The Rowans surgery. There were four apologies, including Elaine, Practice Manager. Everyone introduced themselves. Jenni chaired the meeting.

Date of next meeting

The next meeting will provisionally be held on Tuesday, 27th November, 2018 at 6 pm. Confirmation to follow.

Notes of last meeting and any comments

The notes of the last meeting were agreed.

Dr Rakin stayed for the first part of the meeting to provide information.

The flu vaccine for the over 65s is now in stock after a short period when it was not available. The pneumonia vaccine is usually only given once every 5 years or so.

It was confirmed that there are always 'on the day' emergency appointments for the elderly.

The MyGP app is now being used and one patient reported that it was beneficial and successful.

Although Dr Malling has now gone on maternity leave and Dr Simpson will soon be leaving for Australia, Dr Flourentzou has now returned and more GPs are being recruited. There is also a new member of staff starting in December as a trained Physician's Associate. This is a supervised role to assist doctors and will release more appointments. A description of the role will be added to the updated practice booklet and website.

There is a very good emergency foot clinic on Tuesday afternoons from 1pm-3.40pm at Gracefield Gdns - please register at reception. There are other foot clinics around the borough run by Guys & St Thomas' and for more information on these locations, please ring 0203 049 7900.

The Smoking Cessation service has now been stopped by the CCG but if you ask at our reception desk you can be supplied with a list of other clinics.

There appears to be some problems with receiving prescribed medicines and deliveries via the Copes pharmacy. Chair has asked that a meeting could be arranged between Copes, the surgery and core members of the Patient Group to see how these issues can be resolved.

COULD PATIENTS PLEASE REPORT BACK TO CHAIR IF THEY'VE HAD ANY PROBLEMS WITH RECEIVING THEIR MEDICATION?

The surgery is still trying to locate a suitable, secure letter box for patients to drop in items.

The Practice Report will be given by Elaine at the November meeting.

Chair's Report

Chair informed the meeting that it was a very successful Macmillan Coffee Morning and £116 had been raised.

The Health Education Morning on 17th October was hosted by the South London Cares organisation. It was again very well attended and enjoyed by all. Many thanks to all those who helped and supported this and the Macmillan event.

Chair will talk to the practice about how best to relay Patient Group information to all adult patients within the practice.

To assist in publicising the PG, Jenni asked if a sign could be produced and left on the Reception desk and a small 'paragraph' added to letters from the practice. Jenni also asked if the PG could have a higher profile on the practice website. Dr Rakin agreed. Jenni had prepared and displayed a sign at the meeting stating the purpose of PGs.

Dr. Rakin asked for help in updating the practice booklet.

It was once again suggested that it would be really helpful if a few volunteers could oversee the Patient Group page on the practice's website, and for a few artistic members to liven up the PG wall in the waiting room.

News from The Rowans Practice

We were very happy to welcome Dawn Defontaine from the Rowans who reported that their practice was now doing better than ever with more permanent staff and Dr Ngo as one of their resident GPs

They also have a Nursing Associate programme where a trainee is mentored by a senior nurse.

Chair has offered to support the Rowans in establishing a more active Patient Group for their practice and hoped that patients from the Rowans could be invited to future health education mornings and events.

Meeting closed at 7pm and Chair thanked all for attending.

For more information please contact Jenni Rodgers

jennir250@gmail.com

m. 0775 417 3651