

MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING

Thursday 30th January 2014 @ St Johns Hall, Selsdon

Present:, Dr Jasper, Tracy Keogh Practice Manager,

Kate Dawson, Susan Gifford, Colin Burtwell Annie Curtis,
Linda Oram, Martin Fidler, Brian Corbett, Vera Vipond, Linda Myles, Choi Kim,

Apologies for absence:, Dr Cockell, Brian Mathews, Noel Urwin, Biman Ghosh

Minutes of last meeting: Approved

Matters arising:

Members Experience:

- Feedback from the PPG about the Electronic Prescription Service was disappointing, the majority of the group had experienced problems, issues with collecting prescriptions from the chemists, problems seemed to be that they were not ready for collection ever after 48 hrs. Dr Jasper explained that the chemists had all been trained but some of them were experiencing problems and that we hoped by the next meeting the issues had resolved themselves.
- Patient member is on the panel at CUH listening project and updated the group as to what is happening there at the present time
- Group member Annie Curtis has kindly offered her skills to any patient who would like to sign up to the appointment on line services, this will also be advertised in the patient newsletter.

Practice Developments:

- Magazines – these have had to be taken away from the waiting rooms due to infection control.
- We are now able to offer patients Coils and Implants which can now be fitted at the surgery, patients just need to have a consultation with Dr Galayia first.

NHS Changes:

- CCG – Clinical Commissioning Group, this has now come into effect, the CCG will handle the money and health resources for Croydon patients. We have now been split into 6 clusters which will enable us to look at provision of services that will meet the needs of our patients locally. Currently there is a 20 million overspend at present

Any other Business

1. Vera Vipond will now be stepping down after a good few years of being part of the patient group due to ill health, we all wish her well.
2. Shingles vaccines are now back in stock, patients are advised to book if they are 70 or 79.

**Date of next meeting - Thursday 24th April 2014
@ 6.30pm**

Venue St Johns Hall, Upper Selston Road - CONFIRMED