

# Derwent Medical Centre

Meeting 23<sup>rd</sup> February 2017

**Present:**

**Mrs SM, Rev. PM, Mrs LF , Mrs MS , Mr AK & (PM)Waleed Shamki**

**Apologies; Ms RAS & Dr KR**

**1. Welcome**

Waleed welcomed all PPG members including two new members and thanked them for attending the meeting

**2. Last Meeting minutes**

There was no issue raised by anyone, hence no further action required

**3. PPG Training Feedback**

Mrs SM & Rev. PM attended the training, and kindly feedback to the meeting that it was worthwhile attending and a valuable experience. Rev. PM mentioned that he noticed some PPG were more active and advanced in terms of their involvement and activities including Camden area, where others were less involved and active than our PPG.

**4. Selecting PPG Chair**

Waleed gave a brief background to the two new members about the establishment of the current PPG, and how members are keen to move forward by selecting a PPG Chair. Initially Waleed emailed all current members asking them to nominate a chair for the PPG and received two responses, one from Dr KR (which she withdrew her nomination) and another one from Rev PM

Waleed then asked all members to declare their nominations and four members out of five nominated Rev PM to be the Chair of the PPG. Waleed asked if anyone would like to endorse that nomination for the second time and all agreed. Also there was no objection, and waleed confirmed with Rev.PM if he was happy with the nomination and accept it and Rev. PM accepted, hence it was declared that Rev. PM will be our PPG chair starting from next meeting till further notice.

*Action: Rev PM is to communicate with Waleed to set up an annual meeting calendar taking in considerations availabilities of a room and feasibility of suitable dates and times*

**5. Practice Referral System**

Mrs SM raised the above issue and talked about her recent referral to the Dermatology department. She talked about the fact that she received an appointment that clashed with another commitment, but unfortunately due to an inefficient Referral Management System RMS she ended up contacting the surgery ( who was very helpful she stated) to re- refer her again which meant further delay and inconvenience.

Waleed sympathised with Mrs SM's case and stated that unfortunately this is the current referral system in use in Barnet. There have been some issues with the RMS and practices in Barnet have raised their concerns about RMS but final decisions rests with Barnet CCG in terms of license and contract.

## Derwent Medical Centre

### 6. AOB

- Mrs LF asked if she could have a copy of the patient survey so she could give her comments and suggestions to the surgery and Waleed promised to email her the patient survey. Also Waleed and Rev PM agreed to have the survey draft ready for the next meeting for discussion

*Action; Waleed to email the survey to Mrs LF and to communicate with Rev PM to prepare the draft before next meeting*

- Rev. PM highlighted that on our new website, under getting involved it says it is a virtual PPG

*Action: Waleed has edited that section of the website and put the correct statement*

### 7. Date of next meeting

Thursday 4<sup>th</sup> May 2017 @1.00 pm