

**Minutes**  
of a  
**Patient Participation Group Meeting**  
held on  
**13<sup>th</sup> December 2017**  
at 5.00p.m.  
at  
**Upper Norwood Group Practice**

**Present:** J. Sundaram (In the Chair)  
34566  
357  
3593  
B Dickens - Parchmore Group  
L Persuad -Parchmore Group  
D Virdi - (GP UNGP)  
V. Hunt (Minutes)

**1. Welcome**

Victoria welcomed everyone to the meeting.

**2. Introductions**

All those present introduced themselves.

**3. Apologies:** 31498

5534  
1269  
1270  
16055

#### **4. Flu Clinics (Over 65)**

The Practice Manager said the seasonal flu targets had not been met, although there is a slight increase on last year. Roughly 120 patients had declined. This may be attributed to the milder weather experienced at the beginning of the flu season. Several patients received their flu jabs at local pharmacies. The information is then relayed to the practice and documented.

#### **5. Lloyds Pharmacy Closing Down in end January**

The meeting was advised that Lloyds Pharmacy will be closing down 190 branches in the New Year. This will include the branch situated in our premises. Other pharmacies have shown a keen interest in the premises. Patients are free to nominate a pharmacy of their choice once the closure takes place.

#### **6. Future Meeting Arrangements**

After general discussion it was agreed that the next meeting is scheduled for 4.00p.m. on Wednesday, 28<sup>th</sup> March 2018 (During Half Term). Hopefully more patients will attend once notified via the text messaging service.

#### **7. Changes to NHS Croydon**

The Practice Manager of Parchmore Group Practice gave a detailed presentation of their efforts to engage in the Croydon Community. It was made clear that there are no geographical boundaries.

In view of GP shortages, reductions on the NHS budget, as well as the economical and social problems patients are facing, patient behaviour change is essential. Practices need to engage in educating the community, pointing them to appropriate facilities. Connectivity is vital, knowing where to send people for assistance.

With the establishment of fitness classes, slimming classes, mentoring facilities, food banks, falls classes, breast feeding clinics. Arts and craft centres, dependency may be diverted from practices. Hopefully these will be fully co-ordinated in the near future.

Volunteers will be recruited to assist within the community and funding sort from various establishments.

The team was congratulated for their efforts and everyone wished them well in their future endeavours.

## **8. Any Other Business**

Patients highlighted poor notice board display. They felt less is more and the boards should be more closely monitored as some of the information displayed is outdated. Rani undertook a general tidy up.

Patients queried whether the JX Board could be used to display information. Dr Viridi said these are now outdated.

Dr Viridi was happy to report that patients, particularly the younger population with families had responded well to antibiotic awareness.

It was also noted that positive feedback had been received regards appointment availability.

There being no further business the meeting ended at 18:05

**Date of next meeting: 28<sup>th</sup> March 2018 at 4.00pm**

Signed: .....  
(Dr Viridi)

Dated:.....

