

Minutes
of a
Patient Participation Group Meeting
held on
28th March 2018
at 4.00p.m.
at
Upper Norwood Group Practice

Present: J. Sundaram (In the Chair)

2119

4834

4832

1270

3593

357

V. Hunt (Minutes)

1. Welcome

Victoria welcomed everyone to the meeting.

2. Introductions

All those present introduced themselves.

3. Apologies: 29362

5534

2354

34566

4. Extended Hours – Brigstock Road

The practice manager said that appointments are available to patients Monday to Saturday with both nurses and doctors within the Croydon area, at Brigstock Family Practice in Thornton Health. The appointments will be booked by our receptionists should the practice run short of appointments. It should be noted that appointments are available until 9.00p.m.

5. Pharmacy negotiations

The meeting was advised that both Booths and Day Lewis pharmacies have shown a keen interest in leasing the premises within our building. Patients indicated that Lloyds within Sainsbury's are proving to be very helpful whilst others felt a pharmacy within the building is extremely useful. After general discussion it was agreed patients are free to use a pharmacy of their choice.

6. Social Prescribing Programme

The meeting was informed that the programme is now underway and being well accepted within the community. A guide on the available services was passed around. Copies were requested by some patients. These will sent out in the near future.

7. Garbage Outside Surgery

Patients felt the property is very nice however, a general tidy up is necessary. The lift shaft continues to be an eyesore. Patients once again requested it be removed or completely sealed off. The practice manager undertook to discuss the matter with Dr Siva.

8. Over 50's Exercise Classes

It was noted that these classes have since commenced and are being well attended.

9. Any Other Business

There being no further business the meeting ended at 16.50

Date of next meeting: 27th June 2018 at 5.00pm

Signed:
(J Sundaram)

Dated:.....