



	<b>Welcome</b>
	<b>Apologies:</b>
	<b>Agenda</b>
	<p><b>Minutes of the 22<sup>nd</sup> April Meeting:</b>  <b>Matters arising:</b>  <b>MG-</b> raised the accuracy of the minutes of the previous meeting  <b>MG -</b> DNA appointments were discussed and that the DNA's were getting worse and what could be an effective solution  DNA appointments are displayed weekly in the reception area  Patients are contacted by the practice with regards to the DNA appointment and the reason for not attending  It was noted the reception staff were now wearing name badges  Appointment times were to be included in the next patient questionnaire  <b>MG</b> requested the documentation for the process of on line booking be reviewed</p>
	<p><b>SE- Next Chairperson from January 2015</b>  <b>Please indicate if you are interested</b></p>
	<b>Reports from other Meetings</b>
	<p>Health Watch  Mr Ezra attended the health watch meeting and is a Governor on the North East London Foundation Trust</p> <p>Valerie Shaw and Miriam Greenwood attends Health Watch Patient Engagement Forum</p>
	The Floor is yours-see attachment:
	<p>Contributions from members – <b>Strictly Limited to a maximum of 5 minutes.</b>  <b>MP-</b>Spoke about care coming back into practices</p> <ul style="list-style-type: none"> <li>• Budget reductions</li> <li>• Extended hours</li> <li>• Uplift in budgets</li> <li>• Reduction in appointments</li> <li>• Surge appointments</li> </ul> <p><b>Dr A:</b> There had been a review of the surge contract which is for the short term, there were no other plans in place</p> <p><b>VS</b> – Urgent Surge appointments were am</p> <p><b>MG-</b> Time suitable for some patients not for others</p> <p><b>MP-</b> How to run practices, restriction to practice autonomy and NHS regulations</p> <p><b>VS-</b> patient engagement forum, volunteers and could be able to deliver the patient questionnaire</p> <p><b>SH-</b> Could be issues with regards to confidentiality and consent</p>

	<p><b>MP-</b> said she had heard that Grays Court was going to close and informed the group there was going to be a patient engagement forum meeting regarding the Care Data Project and intermediate care consultation at Barking Hospital and was suggested the group should access the website at Barking Hospital.</p> <p>Topics would be:  Barts Heath Plans  Services to Barking &amp; Dagenham Patients charges there are planning</p>
	<p><b>SH- Patient Representation on the PPG</b>  The practice needed to reach a wider practice population to join the PPG  It was suggested patients could be informed of the PPG when joining the practice  <b>ES-</b> Poster could be placed in the reception in other languages</p> <p><b>MG-</b> We needed to understand who our practice population ?</p> <p><b>SH- Practice Questionnaire 2014/15</b>  The practice would need to agree the practice questionnaire with the PRG and PPG  The questionnaire would need to be circulated by mid September so the outcome of the questionnaire could be discussed in the next PPG meeting</p> <p>The group discussed ways in which the questionnaire could be circulated to our patients  Suggestions were:  Members of the PPG could come into the practice and hand out the questionnaire and attend our Orchards surgery on a child health day  Message on the repeat prescriptions could be placed regarding our PPG and patient questionnaire</p> <p><b>SH-</b> From the response the group would need to agree three key priorities for 2014/15  We discussed the components of the spec on which the practice would need to take forward for 2014/15</p> <p><b>SH-</b> Informed the group Friends and Family questionnaire information had been received</p> <p><b>VS -</b> would take our questionnaire to Harp House and other relevant organisations</p> <p><b>SH -</b> An accredited questionnaire would need to be distributed by the practice</p> <p>Sue and Mr Ezra to discuss</p>
	AOB
	Date and time of next meeting: Tuesday 21 <sup>st</sup> October 2014