



DR SIMON AJAYI

DR BIATRICE HANNA

DR PATIENCE TABE

DR EWA LINDO

DR OLIVIA ANDAN

DR VICTOR FAKEYE

DENMARK ROAD SURGERY

Woodside Health Centre | 3 Enmore Road | South Norwood | London | SE25 5NT

Tel: 02082746060 Fax: 02086567091

28th September 2016

Patient Participation Group Meeting Minutes 28th September 2016

In attendance:

Dr Simon Ajayi

Dr Biatrice Hanna

Mr Tony Laird

Mrs Mary Turner

Mrs Eme Mbanefo

Mrs Donna Crump

Mrs Paula Forte

Apologies:

Mr Stuart Crump

Mr Ayodele Alomoge

Welcome

Dr Ajayi and Dr Hanna welcomed members of the PPG expressing appreciation for their time and confirmed this was the 3rd meeting held since the split from Woodside Group Practice. SA apologised on behalf of the practice manager who could not be in attendance as a result of being off sick due to a hand injury.

SA welcomed the various suggestions made by members of the PPG stating the aim of the PPG is to have a forum for cooperation between patients, and the surgery with the aim of improving the quality of care and service provided.

Topics Discussed

- PPG Suggestions and Feedback- Suggestions regarding the PPG forum and ideas about the PPG was discussed.
- Appointment System- Improvement in the appointment system was discussed, with SA and BH explaining the appointment process and how it is being closely monitored for further improvements.
- Patient Survey- BH had identified the need for a PPG organised patient survey, to further foster the quality of care being delivered as well improvements where needed.
- Dermatology Training- BH had informed members of the PPG that Dr Tabe as well as Dr Victor are currently undergoing Diploma training in Dermatology.
- Website Information- Information on the website to be kept up to date as well as informative to patients at all times. This would also include PPG information.
- PPG Lead and Assistant – During the meeting Mary Tuner was appointed as the PPG lead and Donna Crump assistant.

- Weight Management Topic- The next meeting had the agenda for having a talk on weight management, and this would be further discussed during the next meeting. As scheduled below.

Date of Next Meeting: Thursday 27th October 2016

Time: Woodside Health Centre

3 Enmore Road

South Norwood

London

SE25 5NT