



**Forest Hill Road Group Practice  
Patient Participation Group Meeting**

**5<sup>th</sup> November 2015 (18.30-20.00)**

**Chair:** Elizabeth Rylance-Watson (Patient)

**Minutes:** Ruby Homawala (Patient)

	<b>Agenda</b>	<b>Document ID</b>	<b>Responsible Owner</b>
1	<p>Introductions with introduction to Agenda (+attendance sheet)</p> <p>Format of meeting</p>	Attendance Sheet	Elizabeth Rylance-Watson
2	Agree minutes and discuss follow up action	FH PPG Minutes 18/12/14	Elizabeth Rylance-Watson
3	<p>Introductions of New Staff and Roles</p> <p>Practice Manager –Sonia Stykova Practice Based Pharmacist – Rachel Norris Clinicians: Dr Franco Receptionists: Imrane Visoka</p>		Sonia Stykova
3	Feedback from Locality PPG Meetings 2015	<p>FHPPG Notes from Locality PPG Meeting 25.11.14</p> <p>(SCCG Locality Minutes)</p>	ERW or Delia Dunford-Swirles
4	<p><b>Main Items will be a discussion on:</b></p> <p><b>Appointments, Referrals and Extended Access (“Lister”)</b></p> <p><b>What is happening from, to and between and within King’s?</b> <b>What is happening on appointments within the practice?</b> <b>What is happening with ‘Triage and Extended Access?’</b> <b>Why are patients still receiving the message: “Go to A&amp;E?”</b></p> <p><b>HOW TO GET TO A BETTER SYSTEM?</b></p>	<b>Practice Report on Appointments and Triage</b>	Dr Masaba and Sonia Stykova
5	<p><b>Review of 2015- Overview by clinicians on how the year has gone; where we are now and hopes for 2016.</b></p> <ul style="list-style-type: none"> <li>• <b>Include update on Improving Health and the new arrangements including “Extended Access” Lister Centre</b></li> </ul>		<b>Dr Masaba</b>
9	Dates for 2016 Meetings including AGM and Elections for PPG	tbc	Elizabeth Rylance-Watson
10	AOB	N/A	Elizabeth Rylance-Watson

*Future Meeting Dates: January 2016 (TBC)*