**Minutes of PPG meeting held on 13th November 2015**

**Arnos Grove Medical Centre 18:00-20:30**

**In attendance:**

R. Thevananth (Practice Manager)

M. Walters (MW)

A. Hinduja (AH)

B. Hinduja (BH)

**Apologies:**

Litsa (LW) (Chair)

Dr Dharman

Dr Thillainathan

**Agenda attached-**

LW gave her apologies due to unforeseen circumstances, so RT chaired the meeting in her absence. Minutes and matters from previous meeting were discussed.

**Space issues:**

-The space shortage for the practice and its effects on the practice was explained by the Practice manager. It was noted that there would not be any funding available until May 2016. It was explained that for any bids or business cases to go through successfully there was no available funding that would be approved to gain extra space/ rooms until next year.

-Explained we have doctors that may sometimes have to sit in the admin room as no clinical rooms available- so often using this space as a hot desk to do telephone consultations from. Practice is awaiting to receive additional computers to help with the growing needs of the practice.

-Working as we are at maximum and overuse of space utilisation is not going to be sustainable going forward or even now- Urgent need for more clinical rooms.

-Lease- Practice is in process of negotiating a lease with the landlords.

-Excellent support from the local population and residents to help us to be a sustainable and excellent practice as we expand.

-DNA rates-these are decreasing overall as the trend suggests. It seems that despite having the IPLATO text messaging service whereby patients are sent reminders 2 days before and on the day itself of their upcoming appointments, some still do not attend and no cancellation is made. This puts undue pressure on the practice whereby these wasted appointments could have been used by other patients. LW is doing some good work with the other PPGs in Enfield about DNA rates. This can only get better, as we have seen significant improvements- see charts.

We advertise on the Jayex board too to raise awareness, and reminding patients to cancel their appointments when they do not need it.

-Exercise club- It was suggested by the members that it would be a good idea if we had a personal trainer who would be willing to show some good exercises. AH to enquire as she knew someone that may be able to help. We should start a little group who are fitness aware to get together on a regular basis when the weather gets better to go for brisk walks etc. AH to lead on this.

-Computer classes- It was requested by another member whether there were any places holding classes in basic computer lessons- RT suggested to contact the council, Voluntary sector, Over 50s Forum to try to see what is available locally.

**Diabetes Education Event:**

-Discussion about improving diabetic care of patients, and raising the awareness of the illness and its risks, better management and frequent questions- it was planned we would hold an evening event whereby Dr Dharman has offered to give a small session for diabetic patients and carers here or another venue to raise awareness about how to better manage the condition too. We will plan a date sometime in the summer months and PPG member AH volunteered to help organise with MW, others welcome.

Next meeting: June 10th 2016 at 6pm