

PATIENT PARTICIPATION GROUP MEETING

June 2019

Topic discussed	DETAILS / COMMENTS
1. PPG Meetings	<p>a. Housekeeping - Fire alarms, mobile phones, comfort breaks</p> <p>b. Introduction from the Practice Manager</p> <p>c. Purpose of the PPG meetings – <i>How these meetings are for discussion and review of overall operational issues and service provision.</i> <i>Change to the meeting format to be more inclusive of more patients providing quarterly meetings that will be repeated on 3 occasions each quarter at morning, afternoon and evening sessions</i></p>
2. The Practice Website	<p><i>A guide to the practice website, how to find it and how to use it (Please see attached)</i></p>
3. Prescription Services and Requests	<p>a. Website access <i>See the attached information about using the website</i> <i>Hand written requests can still be made at the front desk, but requests cannot be taken by telephone</i></p> <p>b. Changes to OTC preparations and minor ailments <i>There were significant changes brought in by NHS England to medicines that are available over the counter at local pharmacies. These cost over £450k per annum from this practice alone, which is equal to over 1,700 Chemotherapy treatments</i></p> <p>(please see the documents attached)</p>
4. Staff Changes at the Practice	<p><i>The team was sad to announce that Dr Naheed Ahmad was to leave the practice after 16 years as a partner in July 2019.</i> <i>To help fill the void that will leave, the practice is bring in two GPs,</i></p> <ul style="list-style-type: none"> • <i>Dr Maria Drakou</i> • <i>Dr Elisabeth Wood</i> <p><i>Both of whom join the practice in July</i></p>
5. Feedback from patients	<p><i>The team were proud to announce the practice is currently rated as a 5 star practice on NHS choices through the work they have undertaken making changes requested by patient's when they have received feedback.</i> <i>All the staff would like to thank our patients for their valuable feedback and for giving us their help and understanding in allowing us time to make changes when they were necessary</i></p>
6. Date of next meetings	<p><i>The next round of PPG meetings are hoped to be taking place in September or October 2019</i></p>