

Patient Participation Meeting

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, IP, LN, WPr, SP

Virtual Member:SSB

Apologies: SOF, JB, KG, GN all GP's

Discussion	Action
Matters Arising	
Scales have been purchased and sign/poster was discussed and agreed	LB to amend and put the sign up.
Today's Discussion	
<p>Oomph walking group Members discussed a new initiative they have started going to, whereby they meet weekly to go on a walk which has a quiz as part of it.</p>	
<p>Complaints and Compliments Compliment on NHS choices about a family having to leave and praising the surgery.</p> <p>Complaints Appointments complaints have increased over the summer. Discussed the issues and the experiences of PPG members within the room. The appointment issues are due to alleviate shortly when the new GP starts in the last week of September.</p> <p>Prescribing issues with online requests-discussed the variety of issues PPG members have also experienced with the online requesting. The Assistant Practice Manager is looking into the prescribing issues, which are systems related.</p>	
<p>Dementia Alliance Actions Ryan Johnson is hoping to attend next meeting to do training for Dementia friends. Both the PPG and the surgery are signed up, we discussed the 9 actions we have set ourselves and all agreed we are committed to delivering on the 9 actions we have set.</p>	
<p>Flu Original date had to be postponed. Now doing it on Wednesday the 3rd October. Due to the issues we faced last year, we have decided not to do children on the same day and we will also be staggering the start so 65 and over will be invited from 1.30pm with the under 65's invited from 3.30pm.</p> <p>PPG members whom will assist: WP & IP-from start AM WPr-from 3pm GN-1.30-5</p>	
<p>Annual patient survey Discussed this year's survey, thought it might be a good idea to give it out at the next flu clinic.</p>	<p>LB to email the survey out to PPG to review. LB to get this ready for the Flu clinic</p>
<p>Hub clinics Hub Nursing and smear clinics are now being run from our surgery on Wednesday and Thursday evenings. Our nurse is staffing these clinics and this is an additional service for our patients but also all patients in the borough.</p>	
<p>Change in MRI scan providers LB explained what she new about the de-commissioning of in-health scan</p>	

<p>and MRI provider and the new providers that have been commissioned. Patients expressed their concern about having to travel so far for MRI's at this time.</p> <p>The surgery will be hosting one of the providers on Wednesday afternoons for Ultra sound scans, which will be convenient for our patients.</p>	
<p>Primary Care at Scale</p> <p>LB gave an update on progress with Primary care working at scale in the borough. In line with the 5 year forward view, the borough has now been spilt into 4 areas, practices will be working with each other in these 4 areas to look at things we can do to work more efficiently and make savings. This work is being led by the Merton GP Federation. We will be looking at back office/management efficiencies as well as clinical services that we could not afford to buy in as it were on an individual practice basis but could do if a number of practices went in together for example.</p> <p>LB is the Federation Practice Manager Lead and Dr Davis is one of the Federation Non-executive Directors. The surgery is part of the West Locality.</p>	
<p>Re-registration to a Different GP</p> <p>Due to Dr Broad leaving we have a whole lot of patients that need reallocating to a different GP. LB asked the PPG their opinion and suggestions for managing this process with patients, bearing in mind sending letters will be a huge expense.</p> <p>The Members suggested texts with the following text in</p> <p>'for administrative purposes only, your named GP is'</p> <p>'to enable us to bring more administrative balance to our GP list sizes and provide a more efficient service'</p> <p>'But just to reassure this will not affect your choice or day to day service of who you see or your care'</p> <p>'you can choose which GP you want to see (based on availability of course)'</p> <p>'This will not affect your access to seeing the GP you wish to see, this remains unchanged.'</p> <p>Suggestions via Newsletter, answerphone & website-'if you'd like to know please ask at reception.'</p> <p>Suggestion of changing Patients over based on alphabetical order.</p>	
<p>AOB</p> <p>15th November @ 6.30pm</p>	