

PPG Meeting
 Wednesday 26th September 2018
 6:00-7:30pm

1. Welcome and Introductions – Chair Donald Hoodless introduces speakers on the agenda for the day, including a double act by two PPG members sharing the same name
2. Improving Patient Access and Services

<p><u>Drop-in</u> (arranged as per PPG request)</p>	<p><u>Drop-in Flu Clinic</u></p> <p><u>Set up on myGP by Luke Grant, iPlato Accounts Manager</u></p> <p><u>PPG Members networking and refreshments</u></p>
<p><u>Presentation:</u> Improving Access the GP Surgery</p>	<p><u>Improving Access using technology by Luke Grant</u></p> <p>Luke Grant presented the benefits and drawbacks of using myGP and reassured members that iPlato that it is GDPR-compliant; a development team is constantly looking for ways to improve the app to make it user-friendly and allow Pts to make and cancel appointments without having to queue up or call first thing in the morning</p>
<p><u>Presentation:</u> Services at the GP Surgery</p>	<p><u>Restorative Medicine Clinic by Dr Nicole Freris:</u> Dr Freris is introducing a new clinic which will innovate a holistic collaborative approach to allow patients to undo few lifestyle habits and come up with a bespoke plan to restore a sense of wellness and well-being. This will be held on Saturdays and initially this will be by committed self-referral and by appointment only</p> <p>NHS Diabetes Prevention Programme an Overview by Molly Stockhill: Molly explained the process by which referrals are taken – via both the GP as well as by the patients themselves. The programme is a complete plan to allow patients to re-educate themselves on how to prevent Diabetes to become a long-term condition using group meetings and individual face-to-face assessments</p> <p><u>Thinking outside the box by PPG member John:</u> John had managed to come in after a session of yoga the same afternoon. He narrated an inspirational story about how over the years he has learnt to tap into other methods of coping with his chronic medical conditions, using opportunities available in the community and outside of the hospitals and GP Surgery. Amongst other things, he took up art as a therapeutic approach even though he had never considered becoming an artist. He is also informing the processes for others like him and is working closely with an NHS England project on social prescribing</p> <p><u>Setting the record straight by John:</u> A new PPG member set the record straight about the previous locations of the GP Surgery, saying it had never been located in the building that is now known as the Alwyne Castle, as mentioned in a previous PPG meeting. He also used the opportunity to understand how best to chase up test result and if it would be possible to have a dedicated line to test results</p> <p>Action: The Management Team would look into ways of accommodating a line dedicated to test results</p>