

PPG Meeting
Wednesday 8th August 2018
 6:30-7:30pm

1. Welcome and Introductions – Chair Donald Hoodless explained that after not having any PPG meetings for over a year, it was remarkable the group were meeting so soon after the previous re-engagement session
2. **Past, Present and Future of the Surgery** – patient narratives

<p>Past</p>	<p><u>Our GP Surgery over the Century</u></p> <p>Presentation of Letters from PPG members (unable to attend) Jean and Elisa about their experiences over the years</p> <p>Many members could relate to the narratives, shared similar experiences and had vivid recollections of their previous GPs</p>
<p>Present</p>	<p><u>Challenges and Benefits of the current Premises</u></p> <p>The members found it helpful to have a number of services under the same roof ie Phlebotomy clinic and appointments with other health professionals such as baby clinics, Practice-based Mental Health team and iCope counselling services</p> <p>Muna provided an update that recently the Home Visitor team based at the Practice for a number of years have now relocated</p> <p>Chair Mr Hoodless explained that as not all patients were aware of the services on offer at the GP Surgery, it would be helpful if a session or two could be organised going over the various services.</p> <p>He also reassured the members that all healthcare organisations follow certain regulations be it a GP Surgery or a care home. Members were given more information about regulating bodies such as the CQC, and the roles played by the local Commissioning group as well as NHS England</p> <p>Action: Practice will organise for the CCG or NHS England to speak to patients</p>
<p>Future</p>	<p><u>Working at Scale – implications on Patient Care</u></p> <p>The members discussed the national funding crisis on the NHS and became aware of new ways of refashioning services so that resources are better utilised and trips to the hospital were being avoided. In the eventuality of neighbourhood practice closing down and an opportunity to host the Practice on the same premises, members shared overarching concerns about access but were overall pleased with the prospect of Relocation.</p> <p>Use of technology to help Patient Care on the increase. For instance, patients get appointment reminders and can download myGP app or sign up for Patient Online so that they would not need to queue up for simple services. Members said it would be helpful to have a session to facilitate how to download myGP app</p> <p>ACTION: Muna will next organise a session with iPlato IT technicians re myGP app and ask different services to talk about the work they do and the services they offer</p>