

PPG Meeting 15th January, 2019

Present: Sandra (Chair), Pat, Marie, Lilian, Sandra, Rosa, Evelyn

Staff: Simon, Dr Cole, Dr Smailes, Lucy

Apologies: Jeremy, Paul, Carol

Minutes of last meeting were approved.

Mr Murphy has left the practice and the group thanked him for his service. Simon to write.

Phone system

The current voice message is now better, shorter than the one before.

There has been less of the 'cut off' it seems to happen more during busy times. We are constantly talking to our suppliers BT and we are in the middle of our contract thus relying on them to solve the issue.

We have also been looking at other systems to see if we could shift to a new contract.

It may be a while before the issue is resolved.

It would be very useful for the group to continue giving us feedback.

Triage room

From February one of the rooms that the health visitors have vacated will be used as a hot desking room for clinical and admin staff.

There will be a triaging space for a doctor and a nurse (2 doctors on a Monday) and a doctor in the afternoons.

Reception staff will also be involved.

We may also introduce skype consultations at some point in the future.

Website

Dr Cole gave a demo of the proposed new site.

The group finds the changes made to the website impressive. It is more modern and clearer.

Some changes were proposed to improve the font and colours to make it more user friendly.

An accessibility button should be added.

Nominated Pharmacy

Not all prescriptions can be sent electronically. Controlled drugs will still be printed and collected by patients and pharmacies. Receptionists could be more understanding when explaining the changes to patients. The PPG wanted to ensure patients are not going backwards and forwards between the practice and the pharmacy.

Phlebotomy

The budget may be reduced by 10% or maybe one third. The PPG will support any letter to the local Medical Committee about any cuts to services, and highlighting we are one of the furthest practices from Royal London Hospital and the impact on our elderly.

Posters

The Group will come early before meetings to tidy up leaflets. No blue tak to be used on walls, maybe spray glue.

Review options for mounted leaflet holders that could be ideal for the walls.

Next meeting, 9th April, during clinic times.

Could be held on the grass area outside. Patients to complete survey, using ipads, refreshments and fruit.

Involve nurses, health programmes with lifestyle activities.

Survey on whether patients would like a TV in the waiting room.

Sandra will create posters (ready by the end of March)

Pat will distribute

Other business

Simon asked if all present were happy to be corresponded with via the PPG Gmail account he set. All agreed.

Participants fed back that Dr Julia Moody was very welcoming and understanding.