

THE GROVE MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING THURSDAY 6TH NOVEMBER 2014

Present:	Dr P M Warwicker	Senior Partner
	Dr L Leach	Partner
	Nurse Teresa	Practice Nurse
	Carole Stock	Practice Manager

Patient Participants:-

	14394
	15255
	17716
	11464
Apologies	9846

Dr Warwicker opened the meeting by thanking everyone for attending.

Carole informed the meeting that regretfully one of our long standing members had to resign from the PPG due to ill health and would like to thank her for her great contribution to the group. Two new members will be joining the group in the new year.

CAR PARK

As suggested at our last meeting in July, the re-lining of the patient car park has now been completed. We are pleased to confirm that a bike rack will soon be in place at the front of the building for patient use.

NEW TELEPHONE SYSTEM

Carole informed the meeting that a new automated telephone system had been ordered from BT for the surgery. This we are sure will improve everyone's experience when trying to contact the surgery. It will have a call queing system, specific options, i.e.appointments, enquiries, results etc. We expect the system to be installed before Christmas.

GP CARER'S BREAKS APPLICATIONS

Carole gave a brief (anonymous) description of patients who had applied for the GP Carer's Break. Details were agreed and Carole would inform the patients and process the applications as soon as possible. Everyone was asked if they knew of any patients that are carers that would benefit from this process to please let Carole know as soon as possible.

ON LINE ACCESS TO MEDICAL RECORDS

This facility was now active for all patients who were registered for patient access through the practice website. At the moment patients can view :-

- Medical Summary
- Consultations
- Test Results
- Request repeat prescriptions
- Make appointments on line

Carole also advised the meeting that the practice would become active for Summary Care Record in December.

ELECTRONIC PRESCRIBING

All practices in Surrey are moving towards electronic prescribing and we have been given a go live date of 21st January 2014. This means that prescriptions can be requested and delivered electronically to nominated pharmacies. The nomination is the responsibility of the pharmacies to obtain patient consent and add them to the system. Paper prescriptions will still be available for patients who do not wish to participate.

FRIENDS AND FAMILY TEST

Carole advised that this was now part of the General Medical Services Contract and was a contractual obligation from 1 December 2014. Patients will be asked "would you recommend this surgery to family and friends" They can respond either through our website where there is a link to the survey or directly to IWANTGREATCARE.COM. A monthly report will be collated and the results submitted to NHS England. As a result of this there will be no need for a general patient survey.

IMMUNISATIONS

Teresa updated the meeting informing them that the Shingles campaign for this year had been completed successfully and we were in the process of administering the Fluenz immunisation for children aged 2,3 and 4. The question was raised about Pertussis for pregnant women as it was felt that it was not very well advertised. Dr Warwicker and Dr Leach stated that it was the responsibility of the midwife to inform patients that they should have the vaccination as soon after 28 weeks as possible. Teresa stated that leaflets were available on our display stand in reception.

APPOINTMENT SYSTEM

It was generally felt that the new appointment system had now settled and was working well and that we were providing a good service to our patients. We will continue to monitor it and make adjustments when necessary.

ANY OTHER BUSINESS

Carole advised that the practice had successfully passed the inspection visit to become a Training practice in 2015.

Patient participation members asked if the practice had received official guidance regarding the EBOLA crisis. Guidance had been received from the Department of Health and every clinician had received details of this.

A suggestion was made to have a water machine in the main waiting room for patient use. It was felt that this would be a problem especially with children playing with it etc., but patients could always obtain water from the reception office.

The question was raised about the possibility of lowering one side of the reception desk to accommodate disabled patients etc., Dr leach explained that we have an on-going programme of improvements and this would be looked at as cash flow allows.

DATE OF NEXT MEETING

Wednesday 25th February 2015 @ 6:30pm