



<ul style="list-style-type: none"> <li>• appointments update</li>            <li>• premises update</li>            <p>4. PPG membership – growth and development plan</p> </ul>	<p>Following some concerns from patients about prescriptions the practice has been working closely with the prescriptions team and neighbouring pharmacy's to review issues. This should hopefully reduce any discrepancies.</p> <p>In response to CQC the practice will now be asking all individuals wanting to collect prescriptions/ results on behalf of a patient to provide written consent.</p> <p>A two week project has been launched to obtain whether we are offering the right appointments for patients and whether they are seeing the right clinicians (GP/nurses/HCA). This is an effort to optimise appointments and clinical time for our patients.</p> <p>Telephone access is still a problem, but we have seen a decrease in calls. We hope this in response to the online appointments access. We appreciate this is a slow migration but will continue to monitor this.</p> <p>We are looking to expand our online appointment availability; making more appointments available and more in advance (up to 28 days). We are also thinking of adding nurse appointments to our online appointments although this needs more complex review and management.</p> <p>There have been some teething problems with the cleaning company although the general feedback is still very good.</p> <p>IAPT will soon be taken over by ADD ACTION another psychology provider.</p> <p>There are no further updates to give re: 2 x premise improvement grants. Be assured all submissions have been put in on time- we are still going through due diligence.</p> <p>The PPG has not grown since the last meeting. We have reached out to a contact at Healthwatch Merton about developing a virtual PPG. We are waiting on what support/suggestions they may have for us this week. Since the last meeting however the growth of our virtual PPG from our patient feedback campaign has displayed huge developments on listening to our patients</p>
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	<p>suggestions and feedback and has allowed us to address and understand any issues our patients have had. So far we have had over 250 individual feedback responses to review.</p> <p>For the development of our physical PPG:</p> <p>First it was agreed the PPG would like to keep the size of the PPG no more than 10-12.</p> <ol style="list-style-type: none"> <li>1. It was agreed during the meeting we would contact via email those patients who provided positive feedback during our patient feedback project in June to present day inviting them to reply if they had an interest in joining our PPG.</li> <li>2. Depending on the uptake, we are also hoping to contact the female leader of the mosque in Merton to ask if they would like to attend the PPG meeting to provide a voice for our Urdu community of patients.</li> <li>3. A PPG member also suggested another option could be to contact the local schools and ask them to advertise (in the school newsletter perhaps) for any parents who are patients of our practice if they would like to attend a scheduled 9.30am PPG meeting to encourage the demographic of mothers to be part of our PPG also. If this was to roll out we would think about holding 2 x PPG meetings at 9.30am per annum, and 2 x evening sessions in order to cater for the whole of our demographic.</li> </ol> <p><b><i>The actions listed above are listed in order of sequence of preference and action.</i></b></p>
<p>5. Agreement of continuing priorities</p>	<p>These continue as before and adding:  Access  Appointment allocation  Building and premises development  <b>Growth of PPG</b></p>
<p>6. Any other business</p>	<p>A PPG member would like to feed back their good experience of their telephone appointment experience recently and believes the system seems to have improved. We have relayed this back to the team.</p>

7. Date and time of next two meetings:	17 November 2015 1800 19 January 2015 9.30am (tbc)
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