

# PATIENT PARTICIPATION GROUP MEETING

## March 2019

Topic discussed	DETAILS / COMMENTS
<p>1. PPG Meetings</p>	<p>a. Housekeeping - Fire alarms, mobile phones, comfort breaks</p> <p>b. Introduction from the Practice Manager</p> <p>c. Purpose of the PPG meetings – <i>How these meetings are for discussion and review of overall operational issues and service provision.</i> <i>Change to the meeting format to be more inclusive of more patients providing quarterly meetings that will be repeated on 3 occasions each quarter at morning, afternoon and evening sessions</i></p> <p>d. The GP forward view <i>A brief overview of change programs, methodology and ethos over the last few years, their impact on general practice generally and how this practice has engaged with those programs</i></p>
<p>2. Access to Your GP Services</p>	<p>a. The Practice Team <i>A description of the whole practice team</i></p> <p>b. MDT Approach – its not all about the GP <i>Description of why it is important to have a multidisciplinary clinical team in modern practice to improve access to care, ensuring quality care at all levels</i></p> <p>c. Signposting <i>Helping patients to understand and the GP is not always the best person to assist with all enquiries and treatments, And there are now many services locally that no longer require a GP to refer patients with care, patients can now access these services directly may be by obtaining the contact information from the practice team, or the practice website</i></p> <p>d. Embracing Technology <i>Implementation of a more modern website providing greater access and ability to provide information to the GP practice and obtain information and self care, including a symptom checker system and ability to direct request prescriptions, appointments, and information about care of your long term condition.</i> <i>The implementation of telephone triage and expansion of that service, and the coming introduction of video consultations</i></p> <p>e. The Practice Website <i>Introduction to the new practice website <a href="http://www.mordenhallmedicalcentre.co.uk">www.mordenhallmedicalcentre.co.uk</a> where feedback forms are available to provide information about patient long-term conditions, requesting prescriptions booking appointments and using a direct on-line service to check symptoms and the need for an appointment. Appointment can also be directly requested through the website</i></p> <p>f. Prescription Service</p>

	<p><b><i>Request we made either in person, via their website, or registered for full on-line services. 48 hour term relates only to repeat medications and not new or changes to medication.</i></b></p> <p><b><i>Outpatient prescriptions must be handed to the hospital pharmacy and not brought to GP practices. Any medication changed by an outpatient clinic consultant should be provided with an outpatient prescription for the first 14 days from the hospital pharmacy, with the GP practice taking over after that</i></b></p> <p><b><i>In January there were changes to over-the-counter preparations which mean the practice are no longer able to prescribe simple over-the-counter remedies for a number of conditions described as a minor ailments</i></b></p> <p style="padding-left: 40px;"><b>g. Referrals to Hospital</b></p> <p><b><i>System changed in October so that referrals to all outpatient clinics must now be done electronically using ERS. Not all services are available in all hospitals. Changes to appointments now need to be made by the patient contacting the central reservation office directly on the details included on their referral letter.</i></b></p> <p><b><i>Not all services are directly booked and can be telephone triage the first. This means the hospital department will telephone the patient and book the appointment.</i></b></p> <p><b><i>For any queries relating to referrals patients are asked to speak to the practice secretary and not to the GP</i></b></p> <p style="padding-left: 40px;"><b>h. Collaborative Services</b></p> <p><b><i>All local practices are now working collaboratively to ensure equality of access and services. This includes access wall GP and nurse appointments available up to 8 PM every day including weekends and bank holidays at specific hub centres around the locality where GPs and nurses are able to access the patient records and treat as you would do in any ordinary GP setting</i></b></p>
<p><b>3. Next Meetings</b></p>	<p><b><i>The next meetings are planned for May 2019</i></b></p> <p><b><i>Details will be circulated nearer the time</i></b></p>