

PATIENT PARTICIPATION GROUP MEETING

August 2025

Topic discussed	DETAILS / COMMENTS
1. PPG Meetings	- Housekeeping - Fire alarms, mobile phones, comfort breaks - Introduction from the Practice Manager split meeting due to low turnover and date clashes - Purpose of the PPG meetings – start and promote our PPG group that has not met for some time and also to understand from the member how we can make this work for both, make it of interest and also grow Inquiry about alternative access to 8am calls due to some patients finding it harder to be on phones at this time: <i>Website has an appointment request feature that helps triage and give alternative access to the standard, call in or come to the surgery method of contact. This feature is monitored and open during our opening hours 0800-1830. We note this is for non urgent matters.</i> <i>Local services that are helpful with ie: invisible disabilities:</i> https://www.mertoncil.org.uk/ https://www.cdars.org.uk/ https://www.wimbledonquild.co.uk/ <i>111 after the surgery closes can offer support</i> - What can we do celebrate the Doctors? Gratitude from patient - https://mordenhallmedicalcentre.co.uk/services/managing-your-health-online/online-forms/feedback/ - https://mordenhallmedicalcentre.co.uk/news/you-and-your-general-practice-yyqp/ - https://mordenhallmedicalcentre.co.uk/services/managing-your-health-online/online-forms/nhs-friends-and-family-test/ - Error found in medical record: - Email swlicb.mordenhallmedicalcentre@nhs.net so we can investigate and get back. We endeavour to have these correct but we are in a transition period in between paper and digital still. - We would like to see more meetings

	- Yes, we would too, so if you know of a patient that would like to join our PPG, please encourage them to sign up via our website https://mordenhallmedicalcentre.co.uk/surgery-information/patient-group/ • Evening hours functionality: • We are open and have extended opening times until 8pm as well. The volume of staff is less but open with everyday services. If you get longer waiting times, we are sorry this has happened. Our new phone system does monitor incoming and outgoing calls and timing, so please let me know if you get any abnormalities so I can investigate as there may be a reason behind this.
2. Feedback, learning to improve	- If you are booked with a Physician Assistance a patient should be told at the time of booking - If your prescription is rejected, the clinician should tell the patient and not only find out when you go to the pharmacy that it is not there - Are there many DNAs? We can bring to the next meeting
3. Next Meeting	The next meetings are planned for December 2025 Details will be circulated nearer the time