

Moorlands Medical Centre
Patient Participation Group
Meeting 4th December 2018
Summary of Meeting

Feedback from Sub groups

Practice Survey – draft report discussed and accepted by both the Practice management and PPG. It will be displayed on the Notice Board and website for patients to read.

Practice performance review/ Action plan 2019/20 – subgroup had met and had drawn up updated draft for two goals and the other two goals would be discussed in early January and draft recommendations presented to PPG at February meeting.

Patient Digital access to Practice

The practice is targeted to have 30% of patients on line by April 2019 and based on results from the Patient Survey action is needed to try and make more patients aware of the facility and encourage them to join up. Visiting speaker from NHS offered to help by supplying leaflets , posters etc. and it was agreed that the Practice management and PPG would work together to encourage more patients to sign up to on line access.

Waiting Room Display – December / January

The display used for Health Awareness week would be revamped and be present in the Waiting room for patients to access in reply to the many requests for it to be re-erected.

Pharmacy2U

Many patients are receiving letters/ e mails from this organisation encouraging them this could lead to less choice.to sign up to receiving their prescribed drugs by post. Members are concerned that if large numbers of patients sign up for this service the local pharmacies will suffer and patient choice reduced.

Update on Community hospital/ local Health Service Consultation

The CCG Board approved the Business case for change and now the options for Community Hospitals and local health services contained in the case will be subject to public Consultation commencing 10th December 2018 until 17th March 2019 full details on public meetings and survey to be published prior to Christmas.

Practice report

The Practice had had its funding request to revamp the Reception / Waiting area approved by NHS and work would be planned and early in 2019. It was reported that an additional Administration post had been approved by the Partners and recruitment had commenced.

Next meeting – 4th February 2019