THE BUSH DOCTORS’ PATIENT PARTICIPATION GROUP (TBD PPG)

17th October 5PM - 6 PM

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|  | Attendees: Patients: Staff:  Site Manager Eva Krenova (EK)  GP Partner Pamini Ledchumykathan ( PL)  GP Partner Dr Joanna Huddy (JH ) |
| 1 | **Welcome and Introductions** |
|  | EK welcome everyone |
| 2 | **PPG Meetings Chair** |
|  | Emma Harrison, one of our patients is interested in leading the PPG meetings in the future. Apologies for not being present today , but will be attending the next PPG meeting |
| 3 | **Practice News** |
|  | The Practice is being refurbished at the moment.    **New Admin space**  For clinicians and admin staff ( confidential area )  **Flooring**  Carpets will be replaced with lino flooring within next few months  **Merger**  1st July TBD has merged with Park Medical Centre, therefore H&F Partnership consists of four GP Practices  **No Catchment Area**  TBD has not got a catchment area any longer, so patients can stay registered if they have moved further away, however they won’t be eligible for home visits and some medication will have to be picked up here as unable to electronically send over (ETP ) |
| 4 | **Out of hospital services ( OOH )** |
|  | INR, ECGs, Spirometry, Health Checks, 24H blood pressure monitoring ( ABPM)  Weekend Plus Services are available at BGMC and Park View |
| 5 | **PPG suggestions and issues discussed** |
|  | **Prescriptions request:**  Patients raised issues that their repeat prescriptions are often rejected i.e review every two months  How to request prescription- via email [prescriptions.thebushdoctors@nhs.net](mailto:prescriptions.thebushdoctors@nhs.net)  Via Systm Online (need registering, App on your smart phone )  Via Fax  In Person  Chemist will no longer accept request from patients, except dossette patients.  Action plan:  To book an appt with our Pharmacist to discuss the medication issues and to synchronise the quantity  **Continuity of care:**  Patients mentioned that they are struggling to see their usual GP for follow up aptps etc.  Action plan:  To discuss in next GP meeting  Routine Appointments to be available on the same day  **Appointments & Waiting times:**  PPG has addressed that they have to wait 20 min or more to be seen by their clinicians.  Action plan:  Reception staff to inform patients of the clinician running late/ notification on the board in the reception  Provide poster in the waiting room to notify patients that standard GP Appointment is 10 minutes, therefore patients with multiple problems would be advised to book a double appointment  Leaflets /posters in the waiting area to ensure patients are correctly signposted to the appropriate clinician  **Care Navigation:**  Action plan:  Reception staff to discuss issues with patient for appropriate care navigation, which will save time and free some of the GP appts. |
|  | **AOB** |
|  | **Patients On-line Service:**  We aim to encourage more patients to use the Patient On-line system.  To publish on the website/waiting rooms / at the desk  Morning appointments are also available to be booked on-line as well  **Signposting :**  In order to relieve pressure on GP appointments, there’s a need to actively signpost some patients whose issues could and should be dealt with elsewhere  i.e pharmacies, in house pharmacist , community places, self- referrals  **Call back telephone option**  To check with the telephone provider for available options |
|  | **How to promote the PPG?** |
|  | The Surgery continues the process to re-establishing the PPG  ACTION: New lead, Facebook page is being created, text notifications |
|  | **FOLLOW UP PPG MEETING: 14th November 5pm – 6pm** |