



The Groves Medical Centre

Patient Participation Group (PPG) Meeting

Wednesday 22nd November 2017

<p>1.</p> <p>1.1</p>	<p>Introductions and welcome</p> <p>Minutes and issued raised in last PPG meeting held in March 2017</p>	<p>KO/BS</p>
<p>2.</p>	<p>Background for new members;</p> <p>The Groves PPG have been meeting regularly for more than 5 years now and more recently changed to bi-annual meetings at the request of the PPG. This allows us to act as a liaison forum between patients registered at the surgery and staffing team to help us to improve services and have a good understanding of our patient's needs.</p> <p>To keep patients up to date with changes in the NHS and to keep patients informed about the services provided by the surgery.</p> <p>Our fundamental aim is to:</p> <ul style="list-style-type: none"> • To provide an information service which would give patients better access to the services they need. • To increase patient involvement and interest in working collaboratively to improve primary healthcare and good health in what continues to be a challenging environment <p>How can you Help:</p> <ul style="list-style-type: none"> • The Groves needs to hear of the needs of the parents of young children – as well as older people, younger people working age people, carers and the cared for and those with long term conditions and poor mental health. • What could the surgery be doing better for you • Would a change in surgery hours would help you • Are clinics at appropriate time • Can you see the health professional you need, when you need them and are they the appropriate clinician? <p>What are the benefits for you:</p> <p>You can influence the surgery to change the way it does things and find out more about the way we work.</p> <p>Recruiting New Members – table discussion</p>	<p>KO/BS</p>
<p>3.</p>	<p>Website</p> <p>The Groves Medical Group's new website went live in May 2017. The new website works as a dashboard and its aim is to reduce the pressures on the telephones and to empower our patients to have more control over</p>	<p>KO</p>



3.1	<p>their health care and requests. Patients are able to request medical certificates, leave a message for a nurse, doctor or receptionist, leave feedback, complete forms for annual reviews and much more.</p> <p>Through using the website, our administrative team are able to work in a smarter and more efficient way, therefore providing a better service to our patients. It will also reduce requests through the phone system, which will then lead to reduced waiting times when you do need to speak to somebody within the practice team.</p> <p>We are currently trying to improve usage of our website. We are working closely with the website developers on this and have recently, on their advice, purchased a stand for our practice iPad. Research has shown that other practices with high website usage has had members of the PPG team actively helping patients to use the website in the waiting room. Would anybody in our PPG be willing to volunteer some time do support with this?</p>	
4.	<p>Recruitment</p> <p>GP: We have recently recruited a number of new GPs</p> <ul style="list-style-type: none">- Dr Elizabeth Greenberg – working Monday AM/PM and Tuesday AM- Dr Lakshmam Jayanthan – working Thursday and Friday AM/PM <p>Nursing: We have recently employed a trainee Practice Nurse, Anna Griffiths, who is a qualified nurse and is completing her Practice Nurse training with us at The Groves. Anna works full time with us.</p>	KO
5.	<p>Opening Hours</p> <p>The Groves Medical Centre is now open from 8am each morning, Monday to Friday. The doors and phone lines are open from 8am and same day appointments are also available online from 8am each day.</p> <p>We also open for booked appointments each Saturday morning from 9am – 1pm.</p>	KO
6.	<p>Working with the local community</p> <p>At The Groves, we recognise the importance of supporting and working with our local community.</p> <p><u>Food Bank</u></p> <p>We are currently working with Kingston Food Back and are collecting non-perishable food items and toiletries up until Friday 22nd December. There is a collection box in the reception area should anybody wish to donate.</p> <p><u>Evening Support Group</u></p>	KO BS



	<p>As a practice, and with the help of feedback from our patients, we have identified a need for support services for people, and the families of people with mental health issues. We will be holding an evening support session with the help of a mental health professional, who has very kindly offered to donate some time to help our patients. This will initially be a pilot scheme, and depending on the uptake is something we would like to rollout and hold regularly.</p>	
7.	<p>CQC</p> <p>CQC are the regulatory body of health care services within the country. All practices within the country have now been inspected and rated. We are very happy to report that all sites within The Groves Medical Group have been rated with a “Good” CQC rating.</p>	KO
8.	<p>Patient Feedback</p> <p>Compliments/Complaints NHS Choices Website feedback</p>	KO
9.	<p>Groves Medical Group Update</p> <p>As our members may be aware, The Groves Medical Centre is part of The Groves Medical Group. We are a group of 4 GP practices with sites in Wimbledon, Richmond and Hinchley Wood.</p> <p>Our Hinchley Wood site, The Lantern Surgery, joined the group 2 years ago. We are currently updating the premises to enable us to provide a better service to our patients. Building works are due to begin in the next week.</p>	KO/BS
10.	<p>AOB</p> <p>1 – Prescriptions when on holiday - CC</p>	