

## Wide Way Medical Centre

### Patient Participation Group Meeting

Thursday 25<sup>th</sup> July

Welcome & Introductions	
<p>Practice Update</p> <ul style="list-style-type: none"><li>• Staff</li><li>• Services</li><li>• Patient Feedback</li></ul>	<p><b>Staff Update:</b> Dawn Defontaine, Practice Business and Operations Manager started April 2019. Victoria, joined Reception February 19 Elizabeth, Practice Nurse joined November 18 Rujina, Practice Nurse returning for maternity leave Sept 19. Salim, GP registrar has recently qualified so will be moving on from August 2019. 2 new GP Registrars starting August 2019.</p> <p>The PPG felt the practice would benefit from a staff noticeboard which displayed pictures and names of the team. Some concern around identifying staff my surname. Staff will be consulted.</p> <p><b>Services</b></p> <p>We are launching our new website in a few weeks' time as a virtual GP surgery. The site is user friendly, giving patients the ability to request sick certificates, referrals, medication and send routine queries to the team. Patients who have online access will find this "self-service" function much more convenient. This will also reduce the demand on the telephones and the appointment system as patients will not require appointments for simple queries or routine requests.</p> <p>New Website – demo site <a href="http://widewaymedicalff.siliconpreview.co.uk/">http://widewaymedicalff.siliconpreview.co.uk/</a></p> <p>Social Prescribing continues to grow and we are rolling out across the other Merton Practices. Dr Sekeram recently launched "Don't Medicalise ..." online. See <a href="http://www.dontmedicalise.com">www.dontmedicalise.com</a> for more info. Profits from the sale of merchandise is re-invested in the voluntary sector.</p> <p><b>Doctorlink</b> – we discussed online symptom checker and appointment booking system. Patients can register from home to access the service. Particularly useless if you are seeking advice the app with run through a series of questions and will prompt the user to seek advice from an appropriate service. If a GP appointment is indicated patients will be given the option to book via the app.</p> <p><b>Patient Feedback</b></p>

The practice collects feedback from a number of sources. We view patient feedback as a positive tool to improve systems and services. We conducted a patient survey in April based on the national GP survey. The findings can be found attached. We were pleased to see that patients found our team helpful and approachable and were satisfied with the care they received. We noted that access can be difficult at times and so we are promoting the use of the online functions for those who can use those services to free up staff to help those who do not have access or have difficulty using the online services.

It was suggested by a member of the PPG that we advertise the online services at the local library for those without access to a laptop or pc at home. Dawn will get further information.

We also discussed the PPG hosting a number of online access workshops to help people to register and navigate the apps. For further discussion at the next meeting.

**Patient Participation Group Update**

- New Members
- Projects
- Leaflet
- Network PPG



It's important to keep the purpose of the PPG clear to all members and prospective new members. Primarily the group is about looking after ourselves as patients, better control of our overall health and the services we use, supporting the surgery and working with the surgery team to improve services.

**Feedback**

From the Patient Survey in April we managed to recruit 25 new members of the group. Our Receptionists asked for a patient leaflet for the PPG so we put one together with a small application form so new members can join.

**Projects**

We started Wide Way Walkers back in May 2019 and we have been out exploring the local green spaces with a small group of enthusiastic "walkers". We hope to build on this idea and patients are more than welcome to join us. We set off from the practice at 11am every second Thursday. The next date can be found on the Wide Way walkers posters in the practice.

	<p>We are keen to start a gardening club to brighten up the green space around the practice and to encourage “green fingered” patients to socialise with others with the same interest in gardening. Joan Henry, Local Councillor has been raising funds for the Garden Project. Our last raffle raised £30 towards seeds, soil, pots and plants. We will be having another raffle in August to promote the gardening club and raise additional funds. We agreed we would arrange a gardeners club meeting in August to discuss further. Dawn and David to arrange.</p> <p>Network PPG</p> <p>Commissioning in Primary Care is changing. We are moving away from the model where one organisation decides which services are offered to the borough and moving more towards smaller networks delivering services specifically for their localities needs. Wide Way Medical Centre will be working with Tamworth House, Cricket Green, Rowans Surgery and Figges Marsh Surgery as part of the East Merton Primary Care Network. We would also like to bring our PPGs together to share experience and resources.</p> <p>It is important that Wide Way PPG remains in place but we hope to be able to meet with the other practice’s PPG representatives to discuss working collaboratively. Dawn and David will bring an update to the next PPG Meeting.</p>
AOB	<p>We discussed sharing contacts with the wider group. There were some concerns about sharing personal email addresses so we agreed to continue as we are for now with Dawn and David being the main points of contact for sharing information.</p> <p>The PPG Chair requested a small fund to support the PPG. This will be discussed with the Partners and we’ll follow up at the next meeting.</p>
Next meeting	Thursday 12 <sup>th</sup> September 6.30-7.30pm

### Agenda