

WHITE LODGE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

4th February 2019

Hinnah Gill - iCan Service – Guest Speaker to advise the PPG of services that are on offer to patients, their links with AgeUK , how patients can make contact with them, plans for the future and how they can support practices. Leaflets will be displayed in the practice.

An update on the new surgery was given by Dr Grewal.

Alyson advised the meeting of the work that the surgery had been undertaking to ensure that the patients on the diabetic register are offered annual checks and to try and promote healthy living within the practice population.

Alyson reported that one doctor had a period of prolonged sick leave last year following which he has returned on a flexible working plan reducing his hours. For this reason the practice has been unable to offer appointments within extended hours, however patients who request appointments outside core hours have been directed to the Hub.

The practice will be following up new registrations with a “welcome text” which will also give details of how patients can have online access to appointments and prescriptions.

Periods of leave are always difficult to cover. Alyson advised the meeting of the plan that the practice had implemented to ensure that capacity and demand are constantly monitored with annual leave being planned especially for those periods around school holiday to ensure that appointment availability isn't compromised.

Richard Hester gave an update on the latest PPG Area Meeting. The Group thanked Richard for attending on our behalf and asked if he could continue to attend and feedback.

Alyson was informed of an incident that had occurred in the ETC building when a patient with learning disabilities got distressed. Alyson will look into the incident. The incident took place earlier that day therefore the receptionist hadn't been able to update Alyson before the meeting.

Lack of room in the waiting room at ETC was discussed. Alyson will take this to the partners.

AYH/5.3.19