

PPG MEETING

Present: Wendy Walker, Dawn McCall, Alan Carter, Dr Rafik Taibjee,

Apologies: Margaret Duncan, , Joan Rackham, Nasher Allidina, Allan Cook, Jean Jales, Shaun Buhanan, Giovanna Vettese, Belinda Steer, Bethani Travis, Rachel Warren, Anthony Bardon, Fudge.

Date: Tuesday 13th March 2018 6pm-7pm

AGENDA ITEM	DISCUSSION	ACTION	BY WHOM																		
Review Previous Meeting	<p>Friends and Family Test- The results for February 2018 are 4. We are low on feedback this month, but it was still good feedback.</p> <table border="1" data-bbox="375 768 802 1108"> <thead> <tr> <th colspan="2">Total By Response Type</th> </tr> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Extremely likely</td> <td>3</td> </tr> <tr> <td>Likely</td> <td>1</td> </tr> <tr> <td>Neither likely or unlikely</td> <td>0</td> </tr> <tr> <td>Unlikely</td> <td>0</td> </tr> <tr> <td>Extremely unlikely</td> <td>0</td> </tr> <tr> <td>Don't know</td> <td>0</td> </tr> <tr> <td>Total Submissions</td> <td>4</td> </tr> </tbody> </table> <p>Little Patient Toilet- Members asked that the light switch handle be changed as it is dirty and that we have a hook put on the back of the door, so that patients can hang their bags and coat on the door instead of putting it on the floor.</p> <p>Agenda and minutes- Some of the members agreed that it would be a great idea to have the agenda and minutes sent out to them and to also upload them on to practice website as well. It was also agreed that minutes of the meeting could also get sent out via email, for those that have one.</p>	Total By Response Type		Response	Count	Extremely likely	3	Likely	1	Neither likely or unlikely	0	Unlikely	0	Extremely unlikely	0	Don't know	0	Total Submissions	4	<p>This has been discussed with Sandra from administration and a light handle and a door hook has been ordered.</p>	
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AOB	<p>Website Update- It was discussed that the PPG section on the practice website needs to be updated with the most relevant information. More feedback to be given also</p>																				

	<p>in regards to how the services are doing and how we have improved in certain areas. i.e. 30% patients signed up to online booking, 10% of that actually uses the service. Merton Medical Practice is one of the highest surgeries in Merton for electronic prescribing.</p> <p>Staffing update- It is with sad regret that we will be saying goodbye to our senior receptionist Toni, she is taking early retirement, which will start in May. We will also be saying goodbye to another one of our receptionist, Natalie; she will be moving on to somewhere else. We will be recruiting 3 receptionists, 1 being a lead to replace Toni. There are also 3 members of staff that will be going on maternity leave; these are Dr Mishra, Dr Mabey and one of our practice nurses Gemma. We will have 2 locum doctors to cover the doctors on maternity leave. These are Dr Muna Naqvi and Dr Arash Poorghobad. We will also have a locum nurse called Regina, who will do one day a week at the surgery. It was also discussed that it may be a good idea when doing interviews to have a chair person or a member of the PPG on the interview panel.</p> <p>Access Hubs- This is just to remind Patients and members that if you are unable to get an appointment here you also have other options, which are the access hubs. This offers you appointments in different buildings. You have a choice as to where you can go and this is weekdays in the evenings and Saturdays, these clinics are run at the nelson and the wideway. Access for these appointments is through the practice reception.</p>		
Next Meeting	<p>The next meeting will be held in June and all members will receive a letter and an update on the practice website with an official date.</p>		