

## THE GREENWAY MEDICAL PRACTICE – PATIENT PARTICIPATION GROUP

WEDNESDAY 12<sup>TH</sup> DECEMBER 2012

Practice Representatives:

Dr A Cameron

Pam Fortune

### APPOINTMENT SYSTEM

Dr Cameron and Pam informed the group that in early January 2013 we were starting work with a consultancy firm with the intention of improving and streamlining our current appointments system.

A further PPG will be arranged at the end of January / beginning of February to review progress.

### PATIENT SURVEYS

The group was asked for ideas on what areas of the practice, the imminent patient survey should focus on:

How much use patients make of the practice website

Is it useful?

What should be on the practice website that isn't there already.

Should there be a photographic practice "family tree"

Dr Cameron also informed the group that surveys relating to individual GPs are "coming soon" in relation to GP Revalidation. Dr Cameron explained what revalidation entailed for GPs and the importance of the patient surveys.

## NURSE PRACTITIONER

Pam introduced Val Hurst to the group. Val is starting full time work with the Practice in mid January 2013. Dr Cameron and Val explained to the group what the role of Nurse Practitioner entailed. It was agreed that a further newsletter and handout SHOULD be produced detailing exactly what Val's role is and kind of health problems she will see. This will also be put on the website.

## OTHER MATTERS

Discussion on how recalls for patients with chronic disease are managed.

PF to look into whether the on line repeat prescription service provides the facility to add "you are due for a medication review" rather than the patient just not being able to request it.

PF to investigate why a patient has been told they can't get a repeat for regular medication when they need a review but unable to arrange an appointment to see GP before the current script runs out.

In this circumstance the patient should have been offered a triage appointment with the Duty Doctor that day.