

The Northern Medical Centre

Wednesday 26th June 2019

Patient Participation Group

Minutes

Introduction and apologies;

Jean Harris – Assistant Manager

Dr Yuen - Partner

2 patients

Apologies 9 patients – unable to attend but receiving information via email

Discussion on what a Patient Participation Group is, what the aims and benefits a group can bring to the Practice. Leaflet handed out with information

We spoke about the changes during the last year in the Practice including

- Nurse Practitioner triage sessions – how this works
- New appointment system – due to triage a lot more appointments now available
- In house pharmacists – their roles
- Promotion of online access – what the benefits of this are
- Dr Fardon return from maternity leave – Practice now has a team of four partners currently working

Primary care networks – what this will mean to the patients. Dr Yuen explained how local practices have funding to join together to share various services how the patients will benefit from easier access to these services. This merge will not affect the normal access to the doctors and clinicians at the practice.

Survey- a short survey form was handed out for the group to name 5 things they think are good about the practice and 5 things in order of priority that could be improved.

Fix date for next meeting – this will be in September and we will notify group once it is fixed

AOB

Patient 1 was concerned about continuity of care- she was reassured that we try to book patients with the same doctor whenever possible

Patient 2 asked about prescriptions and whether the practice prescribed generically, Dr Yuen explained that the system we use automatically offers this choice

