DRs Adler & Rosenberg

# MINUTES OF PATIENT PARTICIPATION GROUP MEETING WEDNESAY 28 May 2015

Present:

Aviva Adler Practice Manager

Patient Participants:- 5219

10311

5933

Aviva opened the meeting thanking everyone for attending.

**Online repeat prescribing and online appointments**

Aviva reported that the online system for requesting prescriptions is being used more widely however not many appointments are being booked online although this is advertised on the waiting room call board. Aviva will ask the reception staff to promote this more widely.

**CQC inspection**

Aviva discussed the impending possible CQV inspection in July as we have been informed that Barnet practices will be visited in that month. She asked the patients if they would be willing to attend on the day of the inspection in order to be interviewed by the inspectors

**APPOINTMENT SYSTEM:**

Aviva advised that the appointment system seemed to have worked very well throughout the winter months when an extra clinic was added on several days when patients who were thought to have minor illnesses were asked to attend between 1-2. This was funded by the CCG but it is doubtful that this will recur next year. The doctors have yet to decide if they will offer this service next year without being funded but they did feel the system worked well for both the GPs and the patients

**Talking Matters**

Aviva told the participants about the meeting she had with ‘Talking Matters’ a professional Jewish support group which would like to offer their services to the North West London Community. She asked what services the patient’s might want to be offered and whether the patients would be happy with the group using the surgery premises out of hours.

**Any Other Business**

We discussed whether it would be possible for the voluntary sector to arrange funding from the CCG for activities which would support patients in remaining at home and avoiding admission to hospital or care homes. This possibility is to be investigated further