

PPG Meeting 6th August 2019

Sunrise Medical Practice

Present:

Sukhi Ghattaora PM
RD

Apologies:

No apologies received

Role of PPG

Discussed PPG Role

- Advising the practice on the patient perspective
- Supporting and advising on health promotion events
- Communicating with the wider patient body
- Influencing the practice or the wider NHS to improve services

Discussed ways to increase patient engagement. Sukhi is meeting with Liv Broad and Karla Fox to explore running a joining PPG group for students.

Online services

RD is happy with the online prescription service and feels it works well. He feels that patients are adequately informed about this service

Appointment system

RD fed back that it is really easy to get an appointment and never a problem even in busy times – enough range and timings of surgeries work well.

Sukhi explained use of GP plus and future use of GPX services which should increase access further

Continuity of care

RD fed back that the continuity of care is excellent – can usually see GP of choice and because the GPs have been there for many years it's good that they know the patients and can meet patient needs quickly and appropriately.

Website

Updated to new mobile friendly look – this was felt to be easier to navigate now

Facebook and twitter

Uptake virtually non-existent but agreed not to be very relevant

Next meeting

TBA