

Glebe Road Surgery
Patient Participation Group
July Meeting Action Notes

The Practice has a Patient Participation Group (PPG), which exists to strengthen the relationship between the Practice and its patients by providing feedback with the aim of improving services. You can find out more about the PPG here:

<http://www.gleberoadsurgery.co.uk/ppg.aspx>

The Group met on 10 July 2017. The matters it discussed included the following:

- On the Group's prompting, WiFi has now been installed in the waiting areas. The Group has asked the Practice to put a notice in the waiting area asking patients to use mobile phones and other electronic devices with sensitivity to others (rather like "quiet carriages" on the trains).
- The Group and the Practice are reviewing the Practice web site. The Practice has changed the layout and design of the site; and we will be working together on the content over the summer. If you have comments about the site, please contact the Practice Manager, at gleberoad.surgery@nhs.net, if possible by the end of August.
- The Group is planning an education event on dementia in older people. We hope to be in a position to circulate details, including date and venue, shortly.
- The Group has been in discussion with the Practice about the arrangement whereby patients have to ring at a specified time slot to get results from e.g. blood tests. In the experience of some patients at least, this arrangement seems to be subject to delays, and on occasion calls are broken off. On the Group's prompting, the Practice has now signed a new contract for an upgraded telephone service, which, among other features, will tell callers where they are in the queue. This should be operational from early August.
- The Group is in discussion with the Practice about the delays some patients are experiencing in getting appointment to see a specified, preferred doctor within a reasonable timeframe. There are various issues at play here, including a "trade off" with the

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walk-in service and external financial and political factors. The discussions will continue, and we hope to be able to say more about this after our next meeting, which will be in September.

- Changes have been made to the "hub" service in the locality. For information please see:
<http://www.gleberoadsurgery.co.uk/info.aspx?p=13>

If you have any thoughts or suggestions on these topics or on anything else affecting the patient experience at the Surgery, you are very welcome to get in touch with the Practice Manager, at gleberoad.surgery@nhs.net.