

**Glebe Road Surgery**  
Patient Participation Group  
May 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 8 May 2017. The matters it discussed included the following:

- Wi-fi will be installed, with the aim of works being completed by the start of July.
  
- With the installation of WiFi, 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).
  
- On the Group's prompting, the Practice has ordered a notice board which will be used to provide patients with current time information on, for example, approximate waiting times for the walk-in surgery and instances where doctors clinics are running late.
  
- The Group and the Practice are reviewing the Practice web site. If you have comments about the site, please contact the Assistant Practice Manager by the end of May.
  
- The Group is planning an education event on dementia in older people, the date will be confirmed shortly with more information to follow.
  
- The Group is in discussion with the Practice regarding the arrangement whereby patients are required to ring, at a specified time, to get their test results from e.g. blood tests. In the experience of some patients at least, this arrangement can be subject to delay, and on rare occasion calls are broken off. There are logistical reasons why it would be difficult for the Practice e.g. to put more staff time and resource into taking calls made through this service. But one possibility might be to develop the reply message facility within the service to offer patients information on how long they will have to wait for their call to be answered: and the Practice has agreed to investigate this further.
  
- The Group is in discussion with the Practice about the delays some patients are experiencing in getting an appointment to see a specified, preferred doctor within a reasonable timeframe. There are various issues at play here, including a "trade off" with the 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 the next PPG meeting, which will be in July.
  
- Changes are being made to the out of hours "hub" service in the locality. For further information please see [www.richmondgpalliance.co.uk](http://www.richmondgpalliance.co.uk).

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](mailto:gleberoad.surgery@nhs.net).