1. **Patient Participation Meeting 7/12/23**

**Attendees:**

Marion Gower – Practice Manager

Caron Keefe – Assistant Practice Manager

SG

JS

GR

EL

GZ

JM

TB

SS

IM

DM

1. **Name change of Surgery**

As discussed in the last meeting we are considering changing the name of the surgery due to confusion with Wrythe Green Surgery. We have taken on board everyone’s suggestions at the last meeting and staff suggestions also. We have decided to change the name to “The Circle GP Surgery” This will be a long process and will not be put in place until a few month’s time. When the time comes the Primary care service will write to all patients to inform of the change.

1. **PRG and PPG Update – GP Access Improvement Plan**

Marion handed out a print out with various information included and has asked all PPG members to take this home to read and we will discuss this in more detail at the next meeting.

1. **New phone system – Surgery Connect**

We will be introducing a new up-to-date phone network in the next few weeks. All Carshalton PCN surgeries will be on the same network as us. When reception answer the phone to patients this will link to the computer screen and their details will automatically generate. There will be no need for reception to confirm your details and will hopefully improve the phone system further and your calls will be answered and dealt with quicker.

1. **Community Pharmacy Scheme**

The community pharmacy scheme is being used more regularly now by our receptionists. If a patient calls with a minor ailment they can now be referred to the pharmacy for a consultation. This is mainly used for more minor issues such as sore throats, coughs, ear ache and back pain. The girls at reception have a list of problems that they can deal with but there will be a system where patients can refer their selves in the future.

The pharmacies will eventually be issuing antibiotics and contraception without the need for a prescription. We are hoping this will improve our access further, and patients will be seen and dealt with quicker.

1. **Accurx Triage**

In the new-year Accurx have developed a new total triage system which once developed and rolled out we will look into it more and see if it is something we would like to use. We will discuss this more at the next meeting.

1. **Boots Pharmacy**

Boots Pharmacy opposite the surgery will be closing from February 2024. They are in the process of informing their patients and generally changing their destination to Wallington or Morden Boots. Patients have a choice to change to a different pharmacy if they wish to. They can inform reception of this or inform your new pharmacy

1. **Out of Hours**

The Out of Hours Hub is still running well and is a great help to the receptionists. They have now introduced a Paediatric Clinic which is running every day between 4pm and 8pm at Wrythe Green. This takes the strain off of the GPs and Hospitals. Patients are generally happy to attend there as it is nearer than the other Paediatric Hubs at Roundshaw and James O’Riordan. If you are ill at the weekend and wish to see a GP any one can call the Out of Hours Hub on 0333 332 6570.

One PPG member was confused that he had received a text from the Hub reminding him about his appointment with a nurse and informing that he had to bring his own dressings to the appointment. Marion explained this is the procedure with regards to the HUB. They dressings are collected from the surgery as we cannot use the Hub GPs supplies.

1. **Any Other Business**

One PPG member mentioned St Helier possibly closing which has been ongoing for many years. We understand that St Helier is overloaded and there is generally a longer wait for referrals but we have not had any update about this closure recently.

The CCG have requested that we run another in house survey in the new-year. This will focus on patient’s feel and how they were treated by the Clinician. We did a survey last year with the regards to the phone system and received around 500 responses – we hope this survey reaches a similar amount to hopefully make improvements.

The CCG were here at the surgery last week congratulating us that we had a “Good” rating on our CQC visit this time. We are still very proud of this rating and are hoping to regain or improve this on our next visit in a few years.

One PPG member raised a concern that he had an appointment at St Georges Hospital and they could not access bloods he had done at the GP Surgery. This is due to St Georges being on a different system to St Helier Hospital and cannot be rectified. If St Georges emailed us asking for these results – we can forward them in future.

**We hope you all enjoyed your mince pies! Have a lovely Christmas and New Year and look forward to seeing you on Thursday 7th March 2024 at 12.30pm!**