**Harold Street Medical Centre**

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**10th March’17**

This was our first meeting of the Patient Participation Group (PPG), three patients attended.

PPG is made up of patients and practice staff who communicate at regular intervals to consider ways of making a positive contribution to the services and facilities offered by the practice to patients. Benefits of having a PPG will be the improved communication with the patients, potential for mutually more respectful relationship, a better awareness for patients of how their practice operates, better understanding of the role and workload of a GP and practice staff.

The patients that attended wished to put on record that all the staff were friendly and go out of their way to help patients. How easy it was to get an appointment and don’t have to wait for long as seemed to happen in other surgeries. They also were very appreciative of the fact that if they were stuck in traffic and were going to be a bit late for their appointment they could ring reception to inform them and they would let the clinician know and they would still be seen.

Patients said they found the text message service very useful and suggested sending text messages to remind patients to make appointment for flu clinics.

It was also suggested that would it be possible to send e-mails to patients regarding new things in the surgery to which it was agreed that the Practice would create patients e-mail address list and will start sending through Practice generic e-mail.

One of the patients stated that they did not know that we had a Website, it was decided to publish this in the waiting area and also on the Practice Newsletter.

Dr Patrick informed the meeting that Harold Street MC were going to merge with another nearby Practice. This does not mean we are shutting down, we will be here. We will be giving more access to patients, more nursing hours, and much more viability for the practice. The patients appreciated this only thing that was questioned was will everything remain same especially ease of appointments, which they were promised. They agreed that the surgery has to move with the times.

It was asked if we would be having a Pharmacist on site again as patients found this very useful. We have already applied for this but at the moments we are still awaiting the outcome.

It was also mentioned that when patients come for blood tests could their results be texted to them even when normal. It was discussed in the group but was thought to be unviable due to the amount of time it would take up and staff time.

One of the patients asked about self-help groups, this was discussed and the meeting informed that we have a Community Support Worker who can help with these sort of problems and we will invite her to the next meeting.

We informed the meeting that they can go on line to order repeat prescriptions and make appointments.

The next PPG Meeting is on the 4 May 2017 in the waiting area at 12.00 noon.