**Harold Street Medical Centre**

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**21st June ’18**

This was our Third meeting of the Patient Participation Group (PPG), seven patients including two from CVMC and four surgery staff.

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.

Minutes of last meeting agreed.

* Merger has gone through. PM informed that we are still having lots of teething troubles and handling situations as and when they arise. Patient said that it’s a bit of trouble having an appointment as of now, to which we replied that we are working to sort these out. Situations will become better as and when we close CVMC site. It was also informed that CVMC will close on 30th June 2018. One of the patient asked about the population to which we replied that its 3550.
* New Doctors :- We currently have two female locums working, out of which one speaks Arabic, which is of great help to our patients. We are looking towards be part of surgery as staff. Patient said that it is a good idea as they can see changed demographics.
* Thursday Afternoon :- As previously informed that we will open more hours on Thursday. This has been implements and we are going to start Doctors sessions on Thursday afternoon as well, which will help towards the needs of our patients and improving care.
* Reception Opening :- As the population has increased, we are thinking to change our reception, to look more open. To this patient said that its not a good idea, as we don’t have big waiting area and we may end-up in loosing confidentiality. To this all agreed and we said that we will look at options on what we can do, considering confidemntiality and safety.
* Questions and Answers :- In this session, not many questions were asked.