

21/03/2019

<p>Present: Dawn Defontaine Practice Manager, Elaine Richmond, Practice Business Manager 5 patient group member.</p>
<p>Minutes of last meeting – All patients confirmed they had received the minutes in their chosen method and there were no points to raise.</p>
<p>Coffee Morning – The last coffee morning went really well. Laura from IESO was really pleased with the number of patients who came along and patients seemed to engage well. We discussed which providers the PPG would like to attend future coffee morning and it was agreed that One You Merton should be invited to our next event in April. Elaine will get in touch to arrange. Date to be confirmed.</p>
<p>Doctor Link – The GP federation have been working with practices to provide an online symptom checker and appointment booking system for patients across Merton. Doctor Link is available via their website and via a smartphone app. Patients register for the service via the Dr Link site https://www.doctorlink.com/patients/ or app and complete a series of questions regarding their symptoms. Dependent on their symptoms patients are signposted to the most appropriate service. Patients are also given the option to directly book appointments with their GP Practice. There are a number of alternative providers who offer similar online services however these providers make it clear their service is not appropriate for chronic conditions. Doctor Link is available to all registered patients. While we are keen for Doctor Link to become a part of our service delivery we want to reassure patients this is simply another option.</p> <p>One of our patients asked whether there was more information available about the pharmacy minor ailments service as she wasn't sure which pharmacies provide the service. I informed the group that this service will be ceasing from 1st April 2019 as the new prescribing campaign has begun with the aim reduce prescribing of medications which are accessible over the counter. The group would like more information regarding this. https://www.england.nhs.uk/wp-content/uploads/2018/08/1a-over-the-counter-leaflet-print-ready.pdf</p>
<p>EPS –The group shared their views on EPS and the practice confirmed this was patient preference. EPS is available to all patients but patients are still able to opt to collect their prescriptions from the practice if they wish.</p>
<p>Connecting your care – To improve communications between primary and secondary care Connecting your Care has been commissioned to provide read only access to patient information between providers. This should improve patient care as clinicians will have access to patients results, medications history and clinic letters. For more information see https://www.swlondon.nhs.uk/ourwork/connectingyourcare/connecting-your-care-faqs/</p>
<p>Team Update – Dawn Defontaine will be leaving the Rowans Surgery at the end of March. Elaine Richmond will be covering in the interim while the newly appointed Practice Manager completes her notice. More info regarding the new PM to follow. A member of the group requested head shots of the team to be displayed in the waiting room. Elaine will look in to this.</p>
<p>Cllr B Fraser – Our local counsellors are hosting “surgeries” at Wide Way to engage with local residents. More info is available at reception. https://democracy.merton.gov.uk/mgUserInfo.aspx?UID=133</p>
<p>Medication Review dates One of the group mentioned she is experience an issue with the review dates on her prescriptions. Some are dated last year and so far no one has been able to clarify what these dates mean. To clarify the GPs should be updated the “next review date” on your prescriptions when your medication is reviewed. It would seem that on a few occasions this is not the case. We will remind the clinicians to update this date to avoid further confusion.</p>
<p>One member of the group would like to know whether patients are able to advertise events/groups in the surgery. We are keen to facilitate patient groups that could benefit the health and well-being of local residents and so we ask that if anyone has an event or a group they would like to be advertised please provide the information to Elaine for review.</p>
<p>Next PPG Meeting TBC</p>