

PPG Meeting 27th March 2017 6:30p.m.

Jackie Peaker. Chair

Attendees:

Welcome to everyone and thank you for attending this evening.

1. Brief history from the Guest speaker on behalf of INHEALTH when audiology services were introduced in 2008/9. Audiology services for Wandsworth Borough needed to be better served and a decision to provide an onsite audiology service for referral from local G.P's has now been agreed at Greyswood site.

The clinic currently operates 2 days per week and is a full NHS service.

Following assessment patients details will be referred to the INHEALTH head office, who will contact the patient direct to arrange an appointment. Providing no medical intervention is required, hearing loss patients could be provided with modern and up to date aids on the same day, as their appointment.

The service is a thorough diagnostic assessment and all follow-up services, including batteries, can be dealt with at the clinic. There is also a Home Care team who can arrange appointments for patients unable to attend the clinic.

2. Presentation by a company named IPLATO, who will shortly be inviting patients to download the myGP app., This app will send any text message related information from the surgery e.g. flu jab reminders and will also enable patients to make/cancel appointments. Patients can also set up reminders for ordering and taking medication. IPLATO currently manage technology for the surgery and this app is an add on for patients to manage their reminders and access their medical records, on the go.

3. Counselling services currently exist at the surgery, it is a self referral system details are available from reception.

4. Surgery does not have the capacity to provide longer consultation. Any suggestion of payment would not support the NHS practise.

5. Echocardiogram are currently available on the surgery site.

6. Advice on women's issues should always be discussed with GP's who will provide referral as required.

7. Walk in service is currently provided by local pharmacies.

8. Telephone booking services have been much improved with average waiting times considerably reduced.

9. Patients survey forms are now available through on line login as well as via survey monkey.

10. Staff photographs are currently being updated for display in the surgery waiting area.

11. DNA figures continue to be monitored and despite electronic reminders being sent to patients, the problem remains of concern.

General discussion around the services of the surgery and thanks to staff for all of their hard work.

Next Meeting: Monday 26th June 6:30pm.