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| **AG: -** Chair**JA: -** Secretary**PM: -** Practice Manager**DR: -** Practice Doctor**NI**: - **Clinical Pharmacist** | **The Grove Road Surgery Patients Participation Group (PPG):** **Minutes of the Meeting held on the 25 October 2018**Present: -  |
| **Item No.** | **Item Description** | **Item Discussed** |
| **1.** | **Introduction** | PM welcomed everybody to the meeting. |
| **2.** | **Minutes** | Copies of the previous meeting’s minutes were distributed and the chair advised all present to read through and to raise any questions on them if needed be. None was raised, but AG raised the issue of parking (item 3) on that Grove Road. She advised that the Local Authority (LA) has put notices on lamp post around the area advising introduction of Parking Meters on the Avenue and South Grove Roads. And asserted that if the LA is putting parking meters on those two roads, then they could equally put one on Grove Road. As such, it would be worth us writing to the LA again requesting for the introduction of a parking meter on the grove Road also. All present agreed; and the minutes approved. |
| **3.** | **Vaccines update (flu jabs)** | PM advised the group that the **flu jabs** season was here from now until December 2018 and that all age groups are encouraged to have their respective vaccines regularly as recommended. |
| **4** | **DNA** | The PM explained that the DNA referred to here has nothing to do with the human DNA test, but just an abbreviation for **D**id **N**ot **A**ttend (DNA). This is to remind all that there is a cost implication if one does not attend his/her scheduled appoint and that it is a waste of resources. For example, if you don’t attend a scheduled hospital appointment, it costs the NHS £150. Also, that, aside from the cost implication, that **DNA** slot could have been given to another patient who really needs it. |
| **5.** | **Group Consultations for Newly Diagnosed Patients** | DR interjected that they are not just thinking about this type of patient group, but actually rolling it out. He explained that the group would consist of patients with similar long-term illnesses (for example, patients with Diabetes). In that when a patient comes to see a doctor, he/she is given the best information / advice, but also patients with similar condition(s) could learn from each other as to how best they are managing or how best to manage their condition(s).  He emphasised that the practice has had training on this and pleased to advise that other practices have embarked on this project and patients have found such group consolations worthwhile. Doctor will be present during this group consultations meeting. |
| **6.** | **Online Access** | PM pointed out that this is just to advise patients being able to book appointments or order medications on line. A participant said he is not keen on doing anything online and he would rather prefer face to face communication than this. DR drew the participant’s attention to his own experiences with reference to withdrawing money from his bank and that doing transactions online saves him a lot of time. AG interrupted that this current suggestion is a choice matter and that the world is moving on and that doing things online would be the order of the day in the future. |
| **7.** | **Email** | Similar to above. PM encouraged all to have access to email as excellent for easy communications instead of letter writing, for example. It was advised that if patients have no access to the internet, they could always use the library and staff are there to assist them with its usage.  |
| **8.** | **Surgery to Patient Texting**  | This is to do with the use of WhatsApp, as the practice already uses text messaging to patients. It was noted that the NHS does not easily embrace new technology. A patient did advise that he has had a hospital referral appointment via WhatsApp. DR is keen for the practice to embrace the use of this new Technology. JA was assigned responsibility to investigate the use of WhatsApp within the NHS and to report his findings at the next meeting.  |
| **9.** | **Any other Business or Ideas** | Provision of drinking water (similar to that provided in Hospitals). DR pointed out that such provision comes with massive cost, but something to look at in future.  |
| **10.** | **Close** | The meeting was ended with the PM thanking all for their time and for coming. |
| **11** | **Next PPG Meeting** | Scheduled for Thursday, 28/02/19 @ 1:30pm |
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