**PPG – Post meeting (April 2018) communication: Survey monkey**

Thanks for agreeing to give feedback as a patient of Caversham Practice. We value your views.

The Caversham Practice Patient Participation Group (PPG) helps the practice get feedback from patients. The aim of the group is to foster effective communication between the practice and registered patients, and to promote patient engagement in the development of the practice. There is information about the group on the Caversham Practice website – <http://www.cavershamgrouppractice.co.uk/ppg/>

We are aiming to do a short communication to all PPG members after each meeting and event. Let us know your views, and if there are other issues you would like the PPG and the practice to consider.

The PPG met on the 3rd of April. The main issues discussed were

* **Listening Space Garden** - The Listening Space at the Caversham Group Practice is a garden, planted in the courtyard there - with flowers, trees, a pond and even vegetables. It was started by a group of the medical staff, and it's tended by patient volunteers and community. Please visit <https://www.thelisteningspace.uk/>

We've had full-scale seasonal events, with food and craft stalls, music, poetry and so on - but also there are regular weekly groups: a gardening group meets there on Tuesday and Thursday afternoons, and there's a craft workshop on Fridays. A watercolour group has started on Tuesdays.

The next event is on the 23rd June (2-5pm) to celebrate the 20th anniversary of the practice and the 70th anniversary of the NHS. Please join us and visit the garden (opening times on the website)

* Practice Update.
  + A **pharmacist** is now based in the practice, also working with a few other practices in our neighbourhood. This is part of an NHS England pilot to offer patients medication reviews and other support for both the practice staff and patients. With the support of the pharmacist and staff, the practice is reviewing how patients get repeat prescriptions. PPG members shared their experiences. Let us know your views on the survey monkey that has been sent with this information.
  + Changes to medical records mean that the practice is able to build **4 new rooms** for patients to see GPs and other practice staff, plus develop a ‘patient health hub’ next to the front reception desk. The new consulting rooms mean that the practice will be able to provide additional services.
  + The practice is recruiting more doctors, nurses and other practice staff.
* **Extended Hours** Access. In response to PPG member concerns, we were given an update on this new service. More information is available - <https://www.camdengphubs.co.uk/>
* We also discussed a consultation on *Over the Counter Medications;* Camden’s Minor Ailment Scheme; the impact of the STP on the practice; defibrillators; health visiting services; advanced directives; and the new MSK services.