

Wide Way Medical Centre

Patient Participation Group Meeting

Thursday 12th September

Welcome & Introductions	Mohan Sekeram, Dawn Defontaine, Joan, Lynne, David, Yvonne
Practice Update Doctorlink Online Access workshops Mental Health Workshops	<p>Doctorlink New app/online service for patients wishing to access same day appointments. Patients register via the app, sign in and complete a symptom checker. Depending on the outcome the patient will be signposted to a relevant service including local pharmacies, a&e or GP surgery. If it is indicated that you require a GP appointment you will be offered an appointment within the appropriate timescale or advised to contact the surgery. A summary of your encounter will be sent directly to the surgery and filed in your electronic medical record.</p> <p>The practice will soon be going live with Video consultations, allowing patients to see their GP without leaving the house/office.</p> <p>Online access workshops We are hoping to host a number of online access workshops to assist patients with registration and navigating the apps. We are keen for the PPG members to be involved supporting other patients and promoting the online services. Lyn and Irena volunteered to host. Dawn to liaise with them to organise training and event days.</p> <p>Mental Health Workshops Merton Uplift are running a number of work hops aimed at supporting patients with a variety of mental health issues. Further information can be found on their website and in the practice.</p>
Patient Participation Group Update Wide Way Walkers Warm and Well Event Patient Education Event Gardenening Club	<p>Yvonne was disappointed by the lack of uptake. The last walk before the break only two patients attended.</p> <p>We had a discussion about ways to encourage patients. Email addresses held by the practice can only be used for health reasons, not for advertising.</p> <p>Lynne suggested having two groups, one for those who want to walk further, and another who are happy to walk shorter distances.</p> <p>However, at present we don't have enough people wanting to walk. Lynne suggested that we walk to a cafe where we could have coffee, sit and chat for a while, then walk back to the surgery. One venue suggested was Millhouse. She also suggested the possibility of having two starting points.</p> <p>Next walk 3rd October – All PPG members to spread the word!</p> <p>Dawn and David have been in touch with Wimbledon Guild regarding collaborating on a warm and well event. They are very keen to get a</p>

	<p>date in the diary. Warm and Well work with Age UK promoting local services and providing healthy lifestyle and wellbeing advice for the winter months. Further information to follow.</p> <p>Following the success of last year's back pain event Dr Sekeram is keen to pull together another patient education event. Further information to follow.</p> <p>Gardening Club. We agreed to put this project on hold to focus on developing the PPG. We would like to thank Joan for her hard work on this project and we hope to work with her on this project in future once the PPG is more established.</p> <p>We agreed to alter the time of the next meeting to see if that improves engagement. Taking in to account we're moving closer to winter now the group agreed an afternoon meeting might be more suitable.</p>
<p>AOB PCN PPG Meeting Staff notice board Chair football</p>	<p>We'll be meeting with representatives from the other East Merton PCN practices next week (17/10/2019) David will be representing Wide Way and Joan will be representing Figges Marsh. We are hoping we will be able to collaborate on larger PPG projects together.</p> <p>There was a discussion about putting up a notice board with photos and names of staff working at the surgery.</p> <p>Lynne spoke about the chair football club she is running and has provided a poster for the practice.</p>
<p>Next meeting</p>	<p>November 15th 3pm-5pm</p>