

PPG MEETING WEDNESDAY 11th MARCH 2019

This is the first meeting at our new practice, unfortunately a few members are unable to attend, Sandra will post the survey results to them so that they can comment if they wish to.

We added a note to the end of our last patient questionnaire to ask if anyone would be interested in joining our group, a few patients have added their names who we will write to and ask when is a good time to attend a meeting or the possibility of creating a virtual group to link in with our existing group.

On Friday 23rd November, our practice moved out of our premises at Princes Road, Wimbledon, SW19 8RA to our new location at 79 Pelham Road, Wimbledon, SW19 1NX. We changed our name to Wimbledon Medical Practice.

All of our patients were informed of the move and change of name by letter and the practice held an information lunchtime drop-in session for patients, in case they had any questions about our relocation. In attendance were:

- Practice Manager Sandra and GP Ladan
- Commissioning colleagues Chan and Lucy
- Patient Participation Group Chairman Tony Groves and Maggie Groves member of PPG.

We had identified all of our vulnerable patients and contacted them to ensure that they were fully informed about the practice relocation & to answer any questions that they may have.

- **Management:** the practice management team has stayed the same at the new location.
- **Doctors:** the practice doctors have stayed the same at the new location plus we have two new Doctors starting in the next couple of months.

All calls now go to 020 8542 2827 and there is a list to select to correct service required. The appointment line number is not used but is on divert,

- Telephone: 020 8542 2827 Appointments, enquiries and Home Visits
- Fax: 020 8296 9505

- E-mail has changed

Information: MERCCG.wimbledonmedicalinfo@nhs.net

Prescription: MERCCG.wimbledonmedicalsceipts@nhs.net

We share the building with CLCH, they have services here, health visitors, parkinson nurse, enuresis and sexual health.

We have spare rooms at the moment; we hope to start phlebotomy at the surgery soon.

We have found a problem sharing the building when it is busy and there is a baby clinic running at the same time. There are so many buggies, it has been agreed that a pram shed will be built at the front of the building to resolve this problem.

The friends and family questions and patient comments are displayed in the reception, we looked at these and the comments are positive.

We have also looked at the patient survey results on line where we compare considerably well to the local and national average.

As we have had a change in a couple of Doctors we decided to do a patient survey at the practice for each Doctor and also our two Nurses and again the results are very good, there were a few places where a question was not answered but we have to assume that the question is not applicable to that person. It was said no answer has to be assumed good, if it was a negative answer it would have been written.

The results will be added to the practice website as well as the notes from this meeting.

Minor surgery has been taken over by Dr Sharifi.

Sandra will send out letters to potential new members and then try and arrange a meeting at a suitable time with the new and present members.