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Minutes of PPG Meeting, Saturday 8th November

Attendees – 4 members of the PPG attended
Janice Hunt (Practice PPG lead)
Hannah Muotune (GP)

Run through

17 members
A few sent apologies for not attending
Update since last meeting

Door changed and as requested by PPG members, non-automated door as members voiced the opinion that the constant flow of people to reception would create gusts of wind each time the door opened

Posters that cluttered the reception waiting area were largely taken down and only the compulsory posters and those with important information displayed

New Items

Also self-check in – we were given new screen as old one did not work

Unfortunately due to computer software compatibility issues - ie old computer operating systems at surgery and new touch screen that requires windows 7 – as of yet not working. The Greenwich IT department are working with our GP notes provider INPS vision to try and solve the problem

Emails – one member who could not attend, expressed the opinion that online appointments difficult to book
Discussed how the computer infrastructure limits things & that the surgery has configured the appointments correctly
Again the rate limiting factor is the NHS computer software and also the provider of our computer system – INPS vision

Overwhelmingly low use of online services – explained most of the tokens remain at reception – 67 to date have so far not been collected /activated by patients

Discussed limitations of online requests – no acute requests only repeat medications

Another email discussion was that we do not promote commuter slots enough

Discussed how there are limited slots each evening and reception staff try and promote these sessions to working patients that otherwise could not access GP services during normal working hours

Longer opening hours, in particular early mornings

In response to a suggestion from a PPG member requesting opening prior to 8.30 am we are trialling Wednesday morning surgery from 7.30 to 8.30

Another member had suggested via email that the surgery promote healthy eating – prevention rather than cure

Discussed what is available

This is public health issue, which does overlap with general practice Healthchecks available, various resources such as Healthwise, well woman and well man clinics

Smoking cessation clinics & widespread literature from the Government Change 4 Life programme

Members expressed the view that patients who attend surgery, will by nature of the service they are using, already have a medical issue, so prevention may not always be possible

Looking to the future one attendee suggested early eye checks at the surgery with an in house optician in the future

Summary records online were discussed – ie that patients could view basic information from their computerised notes online

No interest was expressed from the members attending

Open boundaries – practice does not plan to subscribe to this

Action plan

Overall the attendees were happy with the service the surgery provides

The main aim was to try and establish a pilot group for online access to medical records

Also to ascertain if patients that dissented from summary care records could still access records online

Addendum to minutes

Online access to medical notes was discussed with our INPS regional manager

The online access to medical records is separate from the NHS 'summary care record'

Hence participants in the online access can be patients who have dissented from the 'summary care record'

Patients wishing to view the summary record online must already be registered for online services