**WIDEOPEN MEDICAL CENTRE**

**http://www.wideopenmedicalcentre.nhs.uk/**

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**12 September 2013**

**RE: PPG Update (Virtual Meeting)**

At our last meeting in June we agreed that our next meeting in September would be ‘virtual’ this usual is in the format of a general update / overview of on-going projects. I am writing to you in the context of a ‘virtual capacity’ with a brief update of where we are regarding on-going projects.

**UPDATE**

We have appointed a decorator and work will be starting at Dudley in November 2013. The work at Wideopen is likely to be in the Spring of 2014. There will be some disruption to services; however, we will try to keep this to a minimum. If you have any suggestions on how we can keep the disruption to a minimum – please do let me know.

I have been given some information regarding disabled door entry systems and quotes will be with me in the next couple of weeks from Cortech and Geze.

There have been no new PPG members despite our efforts to recruit from the younger practice population and I am at a loss as to how we promote our PPG to the younger population. Again, if you have any ideas, please let me know.

We started our patient survey in August and the majority of responses have been from patients using the online option. Our GPs, nurses and healthcare assistants have tried to get patients to complete the survey during their consultation, but the returns have been relatively low. With this in mind I have asked Rosalind and Louise if they would be kind enough to work with us in the practice to help patients complete the survey.

We have a GP Registrar called Dr Hannah McQuillen working with us for 6 months from August 2013. Dr McQuillen works every Tuesday, Wednesday and Friday meaning we have 5 additional GP sessions for our patients.

We have created a QR Code which you can see is at the top of this letter directly below our website address. Patients who have a QR app on their smart phone can scan over the code which will automatically launch our website. We are hoping the QR Code will encourage patients to view our website as there is useful information available about NHS 111, our on-line appointment and prescription service and other resources.

I will be in touch with you when we have the results of the survey to arrange a meeting at the practice to reflect on the responses and agree an action plan. In the meantime if you have any questions or suggestion please do not hesitate to contact me on 2362115.

Yours sincerely

Sharon Fox

Practice Manager