

PATIENT PARTICIPATION GROUP MEETING

24th August 6.30pm at Station Plaza.

The Patient Participation Group met on 24th August at the Station Plaza. We were formally introduced to Dr Pedro Ponti as the newest member of the team of Doctors and we welcomed him.

Dr Ponti has his home in Spain and has agreed to alternate on a monthly basis between Hastings and Spain maintaining a full time practice to the patients here.

We were introduced to the concept of virtual and skype style consultations at times when Dr Ponti is abroad.

Obvious questions and concerns were raised by the group regarding the type of consultations that could be carried out without the Doctor being present etc. We were reassured that appointments would be screened to make sure only those suitable would be handled virtually. Also about how those not comfortable with the use of computers etc. would access this service- once again we were reassured that this was an 'opt in' service as an additional option for those patients who wanted the flexibility on offer. Patients not willing or able to use this service would be seen by one of the other Doctors on duty. Internet security and confidentiality were also discussed.

There are further plans to arrange appointments where you may access your GP from your own computer at home via skype, avoiding a physical visit to the Health Centre and video appointments with Dr Ponti at the Plaza.

This is a pioneering plan, which The Station Plaza will be amongst the first to establish. The management team are very aware of potential

teething problems and have promised to work through each one thoughtfully, with training given to Reception staff who will be on the front line.

Following our meeting, the members of the Patient Participation group felt that as an extension to the service on offer to us at the Practice this would be a positive move and we unanimously supported it.

If you would like to become involved in the Patient Participation Group, please contact us at ppgthestationpractice@gmail.com or speak to the Practice Manager Claire Critoph at the Plaza.