

PPG Group meeting minutes 31st August 2016.

In attendance: Shameem

Chloe

Jacquie

Bob

Pat

Brian

Janet

- We discussed the new appointment system again as at the last meeting it had only just been implemented. The feedback was very positive. The group felt that to be able to ring on the surgery and get an appointment for the same day was very good.
- We then went on to discuss flu jabs. Shameem explained that as a practice we purchase patients flu jabs in February each year and therefore when patients go to the pharmacy for a flu jab we lose money which has a knock on affect for all patients. Suggestions made by the group were to ask patients earlier in the year if they will be attending surgery or the pharmacy for their jab. Another suggestion was to put posters up explaining that flu jabs do have a cost to the surgery as many patients possibly don't realise this.
- The next subject was the new prescription line and electronic prescriptions. The group felt both were very good and offer a brilliant service and will recommend to other patients.
- Bob mentioned that someone had asked him to raise a point about how long the phones ring for and it can often be some time before their call is answered. We discussed that we try our best to answer the phones as fast as possible but often we are very busy and unfortunately cannot answer the phone as fast as we would like to. The possibility of a queueing system was mentioned and this will be passed onto Shameem.
- The group liked how the surgery contacts patients e.g. text messages for reminders of appointments and to inform them of new services at the surgery.
- We discussed the practice leaflet again. Some members had not seen the leaflet and so we said we would postpone this subject to the next meeting. Could members please have a look through the leaflet and let us know their opinion at the next meeting. We would like to know if you think it has enough information or if there is anything you would change or add. If you haven't got a copy of the leaflet there are some in reception, or please ring us and we can post a copy to you.
- Our final point was to ask member to think of any potential questions they think would be useful for a patient survey. The purpose of the survey is to understand what patients think we do well as a practice and any areas we can improve. We would be very grateful if members could bring a list of anything they can think of to the next meeting.