

PPG Minutes - Meeting Minutes 27/06/16

In attendance: Dr Iwan Williams GP

Chloe, Administrator

Jacque, Administrator

Bob Lumby, patient

Pat Knowles, patient

Carole Hobson, patient

Janet Bullivant, patient

Nigel Mansell, patient

Margaret Mitchell, patient

First on the agenda was introductions as we had new members with us this meeting.

Chloe then talked through the new appointment and advice calls system we had introduced. A point was raised that it is often quite difficult for people who work to call us at 8.30am. While White House Surgery appreciates this point we also find it difficult to find another way offering on the day urgent appointments if we are not notified of the need early in the morning. We then spoke about the various ways to book an appointment to try and help with this. We spoke about the online bookable appointments and a few members of the PPG did not know this service existed. We also spoke about the extended hours appointments (early mornings) and again some members did not know this was a service we offer.

This led onto us talking about better ways to contact patients to inform of changes at the surgery. Some very helpful suggestions we had was a newsletter, texts, using the house association and their monthly newsletter, putting our leaflets in local chemists, having better information on our call in screen in reception and updating our website more often.

A major point of this led to us realising patients don't find our website has enough information and is not updated regular enough. The surgery will look into this and try to improve.

We also spoke about results and how to access results. Iwan explained the process of us receiving results. He then explained the options the doctor gets to pick form when filing a result for reception to see. This was felt to be helpful and patients will find it less worrying if reception can offer a more detailed description or a plan from the doctors.

We decided meetings on Wednesday afternoons are good for us all as long as plenty of notice is given.

On the next agenda will be prescriptions as decided at this meeting. Any further suggestions are welcome