

## **Minutes from 04/09/19**

Chair: Wakaran Begum

Treasurer: Rosylnn Garbett

Presentation on importance of PPG and then a series of questions asked. Responses below

- How do we feel about our extended Tuesday opening times? Happy that it is available especially for working late jobs.
- Getting appointments face to face or telephone? Happy with the number available face to face. Really love the telephone for less important requests.
- How do you feel about have a salaried female GP? Really happy about a female GP especially our female patients.
- Have you noticed reception sign posting you to services that don't require you to see a GP? Signposting to Pharmacist, Eye Clinic and Self Referrals.
- What type of information would you like on our digital screen? Signposting, Remember to Check in, Cancer awareness, Flu, Smears, and general health advice.
- What are your thoughts about our self check in screen? Saves us waiting in the queue. Really happy with reminders for Flu and updating records and able to give feedback about service.
- We changed our answer phone messages and procedures. How do you feel about this? Patients happy about the ease of getting through due to dedicated option for making appointments.

Macmillan Cancer Awareness 27/9/19 – also recruiting ground for new members

Next meeting to try virtual meeting by emails.

Went through patient survey and compared last year results. PPG to focus on areas where we can continue to improve.

PPG members felt projects is a good way forward.

Macmillan Cancer Awareness 27/9/19 – also recruiting ground for new members

### **Macmillan Cancer Morning 27/09/19**

Three PPG members and children sold cakes from 9:30am to 1pm. We made an amazing £150.77 and were able to recruit 2 new members taking us to 15.

**Next meeting 5/2/19**