

**Park Lodge Medical Centre
PPG Meeting
Saturday 19th March 2016
Start: 11.30am End: 1pm**

Item	Discussion	Action Point
1	<p>Recap of last meeting</p> <p>Issue with the minutes sent to PPG - Initial the names of who is to action the points made.</p> <p>The purpose of PPG – to give feedback on how practice is doing and what improvements can be made.</p>	MN
2	<p>Complaints</p> <p>Issue within members of PPG about the naming of doctors in the meeting when making complaints – (inappropriate?)</p> <p>Complaints procedure to be made clear to patients – sign in waiting room / reception area.</p> <p>Text message glitches – appointment reminders + blood test results</p> <p>Is the practice’s technology behind other surgeries? Secure interfacing is used therefore it is complicated updating technological systems.</p> <p>Problems with booking online – not enough appointments</p>	MN SP
3.	<p>Telephone</p> <p>Complaints that: Problems with the answerphone Tone of voice is irritating Perhaps play better music Faulty system</p>	
4.	<p>Appointments</p> <p>PPG members asked how far in advance they can book appointments – 2 weeks (In the past when we booked appointments in greater advance, there were a lot of no-shows / wasted appointments)</p> <p>If patients cannot make their appointment, they can cancel by phoning the surgery reception, going online via patient access or texting ‘cancel’ as a reply to the</p>	

	Increase amount of online appointments	MN
8.	Announcements 2 new receptionists have joined the team 2 Practice Nurses now – Nurse Hannah & Nurse Jane Dr Amin – has left Dr High – leaving end of June Dr Dean – not returning Printed blood results are now 40p per page We are currently advertising for 2 full time doctors The next meeting will be held on: 4th June at 11.30am	SP