

## Patient Participation Group

Meeting 23<sup>rd</sup> Feb

Present: 3 Patient representatives

Staff: Debra Clarke (practice administrator) - Maureen Bell  
(reception co-ordinator) - Dr Lies Rogghe (GP)

1. Introduction and general explanation aims PPG
2. General feedback regarding the practice was that the service they get was excellent.
3. **Patients' suggestions**
  - Very difficult to book follow-up appointments with doctors (nurses system works well) ACTION- to address this during the practice meetings - might need more pre-bookable appointments? Note: if dr feels need to see pt within 2/52 they should give them slip to hand in to reception.
  - Flu & pneumonia jab not offered to one of the patient reps ACTION- DC to check and try to find out reason.
  - Phone system horrendous ACTION- MB to produce a letter regarding the telephone system and the problems patients are finding accessing the practice. This letter will be available from the website and from reception for patients to add any comments, so they can be forwarded to the PCT.
  - Info on web-site could be better, could be used especially to inform patients about nursing care (what do they cover)/telephone appointments/new building/Iplato text messaging system ACTION- website address to be put on appointment cards/add additional info to website.
  - Leaflets/flyers/notes in waiting area to explain nursing care/telephone appointments/Iplato to be handed out when patients register and yearly afterwards ACTION- for practice to make leaflet and decide when best time to hand out ?with repeat prescriptions or fixed time of the year.

- Confidentiality in Treatment room, consultations can often be overheard ACTION- for staff to try and close door/ to discuss with PCT as might be relevant with regard to new building.
- Waiting area - section for self-help groups where patients can make contributions by giving leaflets etc/section PPG/information new services ACTION- MB will try to organise this and pts will give feedback in next meeting
- Recruitment of more patients to join group ACTION- staff will invite patients/poster in waiting area/information on website

Next meeting:

Monday 23<sup>rd</sup> May 6pm