

PPG (PATIENT PARTICIPATION GROUP MEETING)

	AGEND A ITEM	DISCUSSION	ACTION	ACTION BY
	Present	MP, FA, PB, SB, MB, NAT		
		<p>Introductions, ground rules & expectations discussed. Explanation of organisation and aims of forming a PPG Group.</p> <ul style="list-style-type: none"> • What is PPG? • Do I want to join the PPG? <p>Question for group: ‘What brought attendees along for this meeting and reason for wanting to attend’</p> <p>Responses:</p> <ul style="list-style-type: none"> • Curiosity • Future of health & care • Respect for the practice & feels strongly about what is happening within the NHS. • New Services • Feedback • Gratitude <p>Explanation of the PPG being a self-managed group.</p> <p>Comments/Observations from the group:</p> <ul style="list-style-type: none"> • The group is concern that there were too many TC appointments available instead of face to face appointments with the doctor. • The group also queried about the online services that we 	<p>Pal in the PPG meeting explained to the patients on how the TC clinic works and the benefits of the TC clinic.</p>	<p>PB</p>

		<p>provide for patients when booking appointments online or requesting for prescriptions online (Promoting online services for patients to access).</p> <ul style="list-style-type: none"> • The group queried about whether if there were other ways besides TC consultation to get in contact with the GP. • The group queried about the surgeries contact number, they were saying that they can get through to the 08448151870 number instead of the 02030069217 number. <ul style="list-style-type: none"> - The patients want to call the surgery via the 02030069217 number. • The group is concern that it is hard to book appointments online for the weekends especially. • Priorities that the PPG Meeting wants addressing: <ol style="list-style-type: none"> 1. GP's need to listen carefully and be clearer during face to face consultations. 2. GP's need to involve patients more in their care. GP's need to encourage this. 	<p>Pal in the PPG meeting explained to the patients that as a surgery we want patients to book appointments and to request for prescriptions online.</p> <p>Pal is explained that we have 'message a clinician' link in the surgery website which patients can send a message to the GP. The aim is to allow 48 hours for the GP to reply back to the patients query.</p> <p>Pal said he would discuss this with Faraz about this.</p> <p>Pal said he would discuss this with Faraz about this.</p> <p>Pal and Faraz will address this with the clinicians.</p> <p>Pal and Faraz will address this with the</p>	<p>PB</p> <p>PB</p> <p>PB/FA</p> <p>PB/FA</p> <p>PB/FA</p> <p>PB/FA</p>
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