



Dr S J Cleasby • Dr F M Price • Dr R T Manyeula
• Dr L R Henson • Dr N Akhtar • Dr M Azeb • Dr A Jagota

PPG Agenda 29th March 2023 Start time 6.30pm

Meeting Chair – Dr Steven Cleasby, GP Partner

Meeting Minutes – Seema Jagota, PPG Champion Administration

Dr Nadeem Akhtar – GP Partner – TBC

Ben Goss – Practice Manager

Lisa Fawcett – Operations Manager

Introductions and Opening Statement – Chair – 10 mins

Apologies – Chair – 5 mins

Merger Update plus Q&A – Chair/Ben Goss – 20 mins

- Where are we up to?
- What are we working on?
- What changes should we expect?
 - What can we improve?
- Involvement Report Findings

What's happening at the Practice? – Chair - 10 mins

- Appointment data – Ben Goss to present (Handouts)

PPG Member agenda items – Chair - 30 mins

- The difficulty of booking online appointments – Phil Robinson
 - Contact Centre capacity & Greeting message. - Are there any plans to increase capacity at peak hours and update / change the greeting message? - Isobel O'Donnell
 - Contact centre handler patient triage script / decision tree - Can you please explain / communicate how you match the patient need with the appropriate medical professional & type of response e.g. face to face, telephone, video call, home visit etc – Isobel O'Donnell
 - I feel that the above items are the major sources of patient frustration and it would be beneficial for the surgery to communicate current & any plans for future patient contact strategy via mail shot & updating the website. – Isobel O'Donnell
 - Text Message reminders for appointments/blood tests etc
- Q. Are these dependent on permissions set by patient? How are these text reminders generated? – Carole Arnold



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- Setting of and changing of meeting dates for PRG – Carole Arnold
 - Minutes of the meetings – Carole Arnold
- It is good to be able to locate the minutes of all the meetings on the website.
- Contacting the surgery by phone – difficulty getting through – Carole Arnold

Any Other Business? – Chair – 10 mins

Location and date of next meeting to confirm – Chair/Seema Jagota – 5 mins

Thank you for attending

Minutes and actions to be sent to PPG Members the following week and uploaded to the Website. – Seema Jagota to action