

## Minutes of the PPG held on the 28<sup>th</sup> March 2017 from 10:30am to 12pm

### Items discussed:

- 1 There was a long discussion regarding the telephone answering at the practice in the early morning. Various suggestions were made and some would be looked into although the system is not as flexible and one might hope. One patient said she had been trying to get through for over ninety minutes. It was suggested that more promotion of the online appointment booking system should be done.
- 2 The nearby venue of Woodlawns was put forward as a meeting venue if visitor attendees to the PPG became too many for the surgery.
- 3 The group were asked to suggest topics for future discussion or talks:
  - Mobility
  - Pain management
  - Yoga
  - Arthritis management
  - Mental health
  - Anxiety and stress
- 4 The PPG board in the lobby is going to be moved to make it more noticeable
- 5 Patients would like to know how to make a complaint should they feel it necessary
- 6 Future meeting should discuss the following topic:
  - Alzheimer's and Parkinson's
  - Help available from organizations such as Marie Currie and Age UK
  - How to use the appointment booking system

The next meeting will be held at the surgery on the 24<sup>th</sup> May 2017 at 11:00am