

Minutes from 31.03.21

Chair: Wakaran Begum

Treasurer: Rosylnn Garbett

Presentation on importance of PPG and then a series of questions sent to PPG members by SMS link
Questions below

- How do we feel about how the practice has operated during the COVID Pandemic?
- How easy has it been getting appointments?
- Are you aware of the different ways of contacting the surgery for appointment or prescriptions e.g E-consults?
- Have you noticed reception sign posting you to services that don't require a GP?
- What are your thoughts about our website?
- What type of information would you like on our website or digital screen?
- We changed how you can now reorder prescriptions. How do you feel about this?
- What do you think about our video consults and being able to send pictures to the surgery via you mobile phone?

A virtual meeting took place via team. Link and telephone number was sent to PPG to participate. We will try this method again with members as it allows PPG to join from home.

Patient survey sent to members. PPG to focus on areas where we can continue to improve.

PPG members felt projects is a good way forward however we are waiting for more clarification on lock down easing.

Next meeting TBC