

The Chandler Surgery
Patient Participation Group

Monday 10th December 2018

Attendance:

BC
NV
LK
MF
DK
VL
AR

1: Macmillan Coffee Morning Success – The PPG raised £272.80.

Photographs of event to be uploaded practice website & Facebook. Consent forms for this signed today.

Action: BC to publish event with consent.

2. Annual Patient Survey: NV discussed results with PPG. Overall, doing well. Telephone seems to be the biggest issue. Group would like to see an improvement,? Queue system and to be told current position in queue. VL mentioned wait for nurse appts usually for annual reviews, approximately 2-3 weeks. LK explained annual reviews are 40 minutes appointments, were patients are on a recall system and invited into the practice, any patients who need to be seen as a matter of urgency will always be seen by their GP. Online access discussed- will help with call wait times.

Action:

1)BC to graph results of annual survey.

2)LK to look at appointment system for annual reviews.

3) Phone line audit? Additional phone line/ queue system enquiry with provider.

4) Promote/encourage online access

3. AOB: New virtual member joined this month AB. Very keen to share his ideas, however due to busy home life, will find difficult to attend. Will communicate with patient via email regularly for feedback and agenda points he may wish to add.

BC: To communicate with virtual members. To look at ways we can recruit addition PPG members.

Next PPG Meeting to be arranged.