

Attendees:

- Debbie Kelly - PM
- Dr Mark Steinberg
- Judith Roche
- Ally's
- Penny
- Debbie P – Reception Manager
- Hamid Ebrahimi
- Oluwatosin
- Do Di
- Dr Ivan Kirilov
- Iphone

Improvement works

Slideshow shown to PPG

- feedback was loose chair to enable patients to sit beside a wheelchair

Shared Care

- Patients feel that they are listened to
- Patients felt happy with consultations and outcomes of them
- It's good to hear from carers or patients family in respect of individual that are unable to make decisions

Staff

Thought's and feelings of the types of staff in surgery

- Happy with types of varied clinicians in practice
- Very helpful staff

Lateness of patients – 5 minutes cut off

- Don't think it's unreasonable to ask patients to come 5 or 10 minutes early which is on the text reminder.
- Don't think it is unreasonable to have a cut off at 5 minute
- DNA's – poster in reception letting patients know how many patients who didn't attend their appointments – practice is telephoning patients to remind them to cancel appointments if cannot attend.

Any feedback from PPG - none