

PPG meeting

Date

Thu 16 Jan 15:30 - 17:00

Location

Balaam Street Surgery

Confirmed attendees

Divya Vijayakumar, Barry Sullman

Other Attendees

Chris Roffey Kim Chang Martina Gregoire Tracey Axford

Details/Agenda

New Salaried GP

Social Prescriber-Saleha

Minutes

Telephone call trial done - position 1 was not ringing

Patients are being cut off

When in waiting position 1 - surgery is busy - then cut off

Rationale explained in reducing call line number - options of limiting lines stops long waits but creating a lottery OR unlimited line but then long waiting.

Practice Leaflet draft shown to PPG

When script requested online "due to how the online system is setup we are not receiving all requests - pt advised to call pt.

Martina raised issue that coming to the surgery - patients should be seen - ideally straightaway - see a doctor when i want to see a doctor -

Actions

Contact Mark Ayriss

option of pt dial 1 and we call back

giving pt info on how long they wait

Add website address to booking an appointment

Change Chris Roffey page to correctly give data

Divya to ask Egton about the request for pt to call surgery after requesting a prescription

Patients messages in Patient Access are being ignored - to discuss in the Clinical Meeting

Divya to update website

Divya to ask staff to define resolution type when completing task

Martina's issue raised and explanation arranged

Add missed appointments policy - if late then slot cancelled and need to rebook

OTC poster and leaflet