

Minutes of PPG Meeting 22nd April 2014

Dr Tolia GP
Susan Hayes . . . Practice Manager

Patients Mr S Ezra Chair Person . S.E.
Miss M Greenwood .M.G.
Mr E Feasey .E.F.
Mr Humphries .K.H.
Miss M Parish . M.P.
Mr A Merrifield. A.M.
Mrs S Asokkumar
Miss V Shaw. V.S.

HealthWatch . . Manisha

S.E. Welcomed members with refreshments

Minutes of the last meeting which was held January 21st 2014

Matters arising:

M.G. asked the procedure for Online booking and the paperwork issued from the practicedocumentation.

Members noticed the confidentiality sign put in reception from last meeting

Members discussed DNA appointments. It was agreed S.E. proposed letter to send to patients was very good but at the moment we do not have the resources or admin time to implement this.

Members took interest in the Whiteboard in reception displaying the volume of missed appointments in Upney Lane each week.

V.S. asked for S.H. to explain the procedure for Advice Calls and Visits for patients.

Members were advised all Reception Staff now wear name badges identifying themselves to patients.

Members discussed the next Patient Questionnaire which must include appointment waiting times

M.G. reported back from the Patient Engagement Group.

S.E. arranged the next meeting for 22nd July 2014 at 6.30pm.

