PPG 13/9

Attendance: Ivan (Mgmt), John, Lindsey, Diane, Sara (PST), Janet

Apologies: Kath, Maureen

Introductions

Reminder to print off agenda / previous minutes / etc for all – IS

Discussion about appointment availability. Triage. Acute/long-term balance.

Patchs going. Accurx arriving soon. Everything will be better for everyone..

Training sessions. Email Sharon (PPG) to enquire about using reginald ctr computers for a session. [IS]

Comms for the rollout – walkthrough webpage, with screenshots etc. same on paper.

Website needs a V basic flowchart for: ‘what do you want to do?: Then click this.’

Recorded message. Very helpful to be up to date. Priority [IS]

Questionnaire: to gather patient concerns/comments.

D will try and dig out old questionnaire from previous PPG

IS will forward PPG some bits and pieces from Friends & Family / complaints / etc.

JS is experienced in putting Qs together

Appointment labels don’t show site: should be easy fix. [IS]

We Need More Members: IS to send another textout. Maybe email instead.

PST to be thinking about suggesting to patients.

Refreshments

Bowel Screening – update on upcoming project with Cancer Care Coordinator.

Other campaigns to help support? To broadcast this sort of thing as a practice.

Second Wednesdayof every month. So 11th is next one. To contact Wellbeing Hub