PPG 8/11/23

Ivan (mgmt)(notes), Sue (PM), Janet, Lindsey, Diana, John

Questionnaire:

Some tweaks to make, then will make a start introducing to waiting room patients.

* Discussed prior changes – what is in our ability to change?
* Add some demograph questions at the end – age groupings – 12-18 etc, site completing at
* Q6 spelling error
* Q6 – amend wording to clarify for what the practice offers, rather than generally
* Add practice header

Remind GPs to suggest PPG to patients when the opportunity arises.

Ivan/staff to consider good times for ppg members to occupy the waiting room, for patient throughflow. Flu mop-up clinic on 30th?

John’s attendance at methodist church meeting:

Bramley GP, discussing challenges

Use of sharing data with patients – allows understanding of the pressures and purposes of processes

Eg. DNA rate. Helps patients understand the value of attending/cancelling.

Call times/volume – understand the wait

Poster for the waiting rooms – ‘If the doctor is delayed, it is because someone has medical needs that are being dealt with. Please be patient’ (or something)

Next meet – some questionnaire work first.