**MINUTES OF THE PPG MEETING HELD ON THE 08TH AUGUST 2013**

**PRESENT**- S Bryson Practice Manager

 Mrs K K//Mrs S L/MR L D

 MR P W/MR P B/Mrs PS

Apologies Mr P R

**AGENDA ITEMS-**Discuss that we will be doing a practice survey in sept/oct time

1. Welcome to all at the meeting
2. Mr PB discussed with the group concerning the PCT receptionist.It was felt that maybe she could be more responsive to patients to redirect their enquires.
3. The practice manager told the group about new members of staff and how the practice was doing.
4. The practice manager told the group about the learning disability team had been photographing in the surgery with a Gp/nurse and practice manager to make a new hand book on how the learning disability appointments are followed through.
5. All members of the PPG and the practice manager discussed whether it would be a good idea for having a dedicated prescription ordering line.
6. The practice manager asked the group were they happy to use the same survey as last year (CFEP improving patient questionnaire). All member’s agreed that this survey should be used again especially to compare last year’s results. All members said that they would help as last year with the survey.
7. The group discussed the merits of texting patients to remind them of their appointments but as the practice manager pointed out we do not have always the correct telephone numbers as especially mobile numbers change quite a bit and patients do not inform us. It was felt a good idea to go back to putting the figures of patients that do not attend their appointments in a week to try to highlight the problem.
8. The group discussed the merits of putting up notices in the waiting room about any new developments and all thought that this was a good idea to make patients aware.
9. To meet again when the survey results are sent back to the surgery