

Patient Participation Group Agenda

18th July 2019

Issues Arising from Past Meetings

1. Changes to telephone system & rebranding

OJL to update.



Tuxford
Auto-Attendent Flow

2. CQC Inspection

OJL to give feedback following reception CQC Inspection

3. Increasing PPG membership

OJL to discuss PPG Quality Indicator Checklist (attached) and skype meetings(!?)



PPG-Quality-indicator
-checklist-template-V:

New Matters Arising

4. (Joan) Bassetlaw Integrated Care Partnership: Bulletin

Joan to share bulletin & discuss.

5. National GP Surgery

OJL to share and discuss recent patient survey results.



Tuxford
GPPS_Practice_trend:

6. Out of Area Registrations

OJL to discuss practice providing this service and implications.

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Other Matters Arising

Questions posed by PPG members who are unable to attend;

Anthony O'Keeffe;

Just one quick query as an item of AOB. Do you have any data on the effect that the new appointment system has had on patients re-booking yearly blood tests etc? I am assuming that it is the patient's responsibility to re-book each year (or whatever the time interval is) rather than the surgery's job to send out reminders?

Kath Hobart;

When is the car park likely to be resurfaced for the patients
when is the new message on the phone line likely to be changed?

Future Meeting Dates

Provisional dates for future PPG meetings are as follows;

- 17/09/2019
- 13/11/2019
- 14/01/2020
- 12/03/2020