**Present:**

|  |  |
| --- | --- |
| Sultana Hussain | Shamraze Zeb (PM) |
| Dr H Lodhi | Atiyya Lorgat |
| MS 9147 | VM 2692 |
| AU 5072 | NL 10255 |
| AM 2760 | TA 6906 |

**Apologies:**

|  |  |
| --- | --- |
| AK 4730 |  |
|  |  |

**We have arranged this PPG meeting for the sole purpose of discussing the patient surgery and actions for Ambar Medical Centre – the copy of results are provided.**

**We discussed action plan which has been drafted by Practice Manager. Each section has been discussed and input provided by all members to improve areas.**

**Agenda Items:**

* Introductions
* Members happy for their names to be displayed in reception and SZ asked them to promote this meeting and invite new members to the meeting.
* Discuss updated Practice Website & updated AccuRx Appointment Request Form.
* Discuss Internal Survey and Friends and Family Results.
* General Feedback/AOB

**Introductions:**

Introductions made by SZ. Previous PPG Meeting Minutes agreed & Agenda discussed for today’s meeting.

**Practice Survey/Friends & Family Tests:**

Discussed Patient Internal Survey Results and Friends and Family Tests. Thanks given to PPG members for their support with distribution of survey to patients.

General discussion took place. PPG members agreed staff are very helpful and communicate well with patients.

**Appointment System:**

Questions raised r/e current appointment system, especially with those patients who are elderly and do not have access to internet to complete AccuRx form.

SZ explained that patients can still call in and staff can assist them to complete the forms online. Explained that we prefer for patients to complete their forms so there is better understanding and accuracy regarding their symptoms, duration of illness etc. so the GP can triage the request appropriately.

PPG members agreed that staff are very helpful in this regard.

**AOB:**

Next meeting to be arranged in 3 months’ time,invites will be sent in due course. The minutes will be displayed in reception and on our website.

|  |
| --- |
|  |