

NOTES OF PPG MEETING – 7TH OCTOBER 2019

Long Term Condition Reviews

In view of some confusion over Long Term Condition Reviews, a member of the Practice explained how they were now carried out. (See separate notice). After discussion it was agreed that the Practice would amend the invitation letter and the HCAs (Health Care Assistants) would further clarify the process when patients attended the first part of the Review. The PPG would draft a notice explaining the process for PPG Information Boards.

Patient Survey

It was agreed that the PPG would liaise with the Practice Operations Manager to produce a Patient Survey. This would focus on Communication.

Practice Website

The Practice is launching a new bespoke website in December and the PPG IT sub-group will liaise with the Practice IT Manager with a view to acting as testers for the new site.

Abusive Patients

It was noted that the amount of abuse the Reception Team were enduring had increased significantly. The PPG was pleased to hear that the Practice had a robust procedure in place for dealing with persistent offenders. The Chairperson asked members to email suggestions of dealing with this problem which she would then feed back to the Practice.

Surgery Newsletter

It was agreed that the PPG would have a slot in each edition of the surgery newsletter, which is available in surgeries and also on the website.