

PPG Meeting: 27.02.2018

MC, YP & SM

Agreed to vary meeting times to allow more patients to attend. Agreed on meeting every three months, next meeting will be a Monday evening at 6pm. Date TBC

The surgery would like help with:

Did not attend (DNA) rates:

December 2017 = 84 missed appointments out of 2294 offered appointments

January 2018 = 98 missed appointments out of 2598 offered appointments

February 2018 = 115 missed appointments out of 2458 offered appointments

A leaflet has been put on reception to ask for comments, suggestions or ideas on what patients would like to the PPG to do. We will gather and discuss outcomes at next meeting.

YP & MC will gather feedback from patients in the waiting room for discussion at next meeting.