

SANDY LANE SURGERY
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD 30.04.12

Present

BM, RM, MT, RT, MG, UK, JT, RM

Not Present

PO

Apologies

LB

Minutes of the meeting held 26.03.12 were read and agreed.

JT went on to discuss updates of the last meeting and it has been agreed to put up a PPG notice board in the waiting room advising patients of the group and what suggestions are being put into action.

The main suggestion that has been agreed is the development of Online Booking via our computer system SystmOne. RM gave a short talk on the logistics of the booking system and it is proposed to roll this out week commencing 11th June 2012 for pre-bookable appointments for all 3 GPs and also to enable patients to cancel their appointments up to one hour before.

RM and JT are to contact our website provider Neighbourhood Direct to get the link put on the website so that the system is only 'one click away'. They are also going to enquire with SystmOne if there is an e-mail function which can be enabled and also if we can send text messages to patients who do not attend for their appointment.

This was our first late meeting and the group have suggested that we meet again on a quarterly basis at a time of 6pm till 7pm.

The following dates have been arranged for future meetings.

Monday, 6th August 2012 at 6pm – to discuss Flu Clinics and Hamper Raffle in aid of Royal British Legion.

Monday, 12th November 2012 at 6pm – to discuss ? success of flu clinics and to draw winning ticket for Hamper.

Monday, 4th February 2013 at 6pm – to discuss Complaints/Significant Events
2012-2013

Monday, 13th May 2013 at 6pm – Agenda TBA

The meeting was then closed, Thank you all for attending.