

Minutes of meeting with PPG Wednesday 21st February 2018

Patrick Spreadbury
Simon Meadows
Jude Williams

Maternity issues were raised around why post-natal appointments cannot be made directly with the practice for both mum and baby by the maternity department. This would ensure that the appointments are within the required timescales

The PPG asked for clearer messages around the appointment system. Such as 'appointments will be released', 'blocks taken off' etc.

It has been reported that pharmacists are queue jumping and lifting the hatch on reception to access prescriptions – this is unacceptable after Jude has clearly told reception this must not happen. A lock will be put on the hatch and Pharmacists will have to queue in turn.

The PPG said the website needs updating. Jude agrees that we would ask them for items for inclusion when it is up and running.

Patrick and Simon asked why when GPs ask patients to make a follow up appointment to see them they can't book it to save the patients from queuing in reception again after the consultation.

The PPG would like patients to be sent a Mjog message when their prescription is ready for collection/sent to pharmacist etc./query

The PPG asked whether we had a regular fire drill and where the evacuchair is?