

# Allerton Road Medical Centre

## Patient Participation Group Meeting

Meeting Minutes  
23<sup>rd</sup> October 2018

**Attendees** - Mr Silkin representative of patients: 1198 & 1199, MA 501743  
Jess Kaur ( Senior Practice Operations Manager), PS 13201, TP 1039

### 1) Feedback re Front Door

- Funding approved.
- NHS Properties to seek approval from Landlord
- Hurley Group have been advised not to contact Landlord directly by NHS Properties
- Patients not satisfied with the time it is taking to get this work done, Healthwatch to write to Hurley Group/CCG/NHS England highlighting their concerns

### 2) Attendance at Patient Participation Group (PPG) Meetings

Discussed what is currently being done to make patients aware of PPG meetings

- Posters displaying time and date of next meeting placed in prominent places around surgery.
- Calling patients
- Large poster displayed in waiting area so that patients are aware of Patient Group & next meeting
- Emailed patients
- Invites sent to previous attendees.
- PPG members want surgery to do survey/questionnaire to see how many patients sign up to attend or provide feedback via email.

### 3) Telephone System

- Still concerns around current telephone system – no option to bypass initial message, long wait for calls to be answered – JK explained the staffing structure, discussed how many lines incoming.
- Does not always give patient message on position in queue
- Jess will contact current provider to see if any improvements can be made to current system

- Any changes will need to be approved by Hurley Group – will also be dependent on contract renewal.

#### **4) Surgery Newsletter**

- Newsletter reviewed by members
- Will be a way for surgery to communicate with patients
- Content will include health advise, current issues, PPG dates.