

Allerton Road Medical Centre

Patient Participation Group Meeting

Meeting Minutes

28.3.19

Attendees - MA 501743 & Jess Kaur PM

PPG Report

- Report reviewed & signed off
- Priority areas discussed
- Front door issue still not resolved – chosen contractor has changed details of charges several times from the original price quoted
- Awaiting quote from another contractor
- Tel access – surgery is installing patient partner – which should improve access
- Hurley Group to review current telephone system

Procurement

- NHS England on site to speak to patients re tendering process
- New surgery contract will start April 2020.
- Hurley Group will put in a bid.

Newsletter/Next PPG

- MA to finalise newsletter.
- Flyers to be put on chairs in waiting room daily at least 1 week before next PPG meeting to hopefully increase attendance at PPG
- Dates for next PPG meeting to be finalised.