

Minutes: Crompton Medical centre PPG Meeting

Time & Place:	13:00pm Crompton Medical Centre
Date:	07th October 2019
Attendees:	<ol style="list-style-type: none"> 1. Faisal Ahmed - PM 2. Fahad Memon – Practice Development Manager 3. All Staff 4. PPG Chair - Brian Whittaker 5. PPG members (AM / MC / MA)
Additional Attendees:	None

Open action/minutes:

Item No	Agenda Item
1	Welcomed some all members of our PPG.
2	Inform PPG team about Flu season.
3	Changes in the Practice opening hours on Monday until 19:00 hours
4	Any concern about staff / GP / were discussed.
5	The PPG group is in favour of using / Email / text as modes of communication as well.
6	Patient preference was in favour telephone consultation. Phone as required in addition to being able to see the Doctor / Nurse as and when required.
7	The practice website was discussed/ ONLINE APPOINTMENTS booking was discussed. One of the PPG members is a regular user of online bookings and finds it very useful.
8	It was discussed about increasing the online slots- the concern would be patients who do not have access/ technical know-how to avail the service.
9	The PPG members are in favour to use other means to have PPG meetings because of their busy schedules.