

## Minutes: Crompton Medical centre PPG Meeting

<b>Time &amp; Place:</b>	<b>13:00pm</b> <b>Crompton Medical Centre</b>
<b>Date:</b>	<b>18<sup>th</sup> April 2019</b>
<b>Attendees:</b>	<ol style="list-style-type: none"> <li>1. Faisal Ahmed - PM</li> <li>2. Fahad Memon – Practice Development Manager</li> <li>3. All Staff</li> <li>4. PPG Chair - Brian Whittaker, Mary Amayo</li> <li>5. PPG members (MC / AC / MA)</li> </ol>
<b>Additional Attendees:</b>	<b>None</b>

### Open action/minutes:

<b>Item No</b>	<b>Agenda Item</b>
<b>1</b>	Appointment waiting times were discussed. PPG members agreed as sometimes they have to wait owing to the emergency patient.
<b>2</b>	Expansion / additional staff / GP / ENP / AHP were discussed.
<b>3</b>	Members were asking for weekend opening the surgery as 70% patients have Job during weekdays.
<b>4</b>	Telephone advice slots have resulted in slightly longer waiting time for routine appointments about 10 days on average.
<b>5</b>	A quick informal survey was carried out patients were interviewed about what would they prefer and most of them were in favour of telephone consultation. Phone as required in addition to being able to see the Doctor / Nurse as and when required.
<b>6</b>	The PPG group is in favour of using / Email / text as modes of communication as well.
<b>7</b>	We will need the backing of Local CCG in undertaking such a project but we feel introducing technology will be the future and will have many positives to it as well once

	issues such as Confidentiality / privacy issues are sorted out and legally frame worked.
<b>8</b>	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.
<b>9</b>	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.
<b>10</b>	The PPG members are in favour to use other means to have PPG meetings because of their busy schedules.