

Minutes: Crompton Medical centre PPG Meeting

Time & Place:	13:00pm Crompton Medical Centre
Date:	26th June 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, Mary Amayo 5. PPG members – (BW / AB / MA)
Additional Attendees:	None

Open action/minutes:

Item No	Agenda Item
1	Welcomed some new members of our PPG. Our PPG is in a transition phase as 2-3 of our previous PPG members are having some health issues.
2	Appointment waiting times were discussed.
3	It was explained to the members that the practice has increased its Emergency slots for the day and we see extras patients as well as required during busy times.
4	Emergency slots have resulted in slightly longer waiting time for routine appointments about 10 days on average.
5	Expansion / additional staff / GP / ENP / AHP were discussed.
6	Possible use of technology was discussed with members' in future e.g. video consultation as is being done In Private sector for some time.
7	A quick informal survey, I had carried out few months ago where I asked 20 patients on the day what would they prefer and all were in favour telephone consultation. Phone as

	required in addition to being able to see the Doctor / Nurse as and when required.
8	The PPG group is in favour of using / Email / text as modes of communication as well.
9	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.
10	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.
11	The PPG members are in favour to use other means to have PPG meetings because of their busy schedules.