

King Edward Street Patient Participation Group (PPG)

Wednesday, 1st June 2016, 12.30 pm – 1.30 pm

Agenda

Apologies:

A. INFORMATION FOR PATIENTS

1. Change to new clinical system

B. ISSUES FOR THE PRACTICE

2. Sources of patient feedback
 - Complaints
 - Friends and family test
 - Suggestions boxes
 - Picking things up informally
3. Providing student information via College Welfare reps
 - Newsletters/noticeboards
 - What information would they like and how – email/text/poster?
 - Online access
 - Online prescriptions and appointment booking
 - Electronic prescriptions
 - Not to worry about being allocated a 'named GP'
 - Promoting how to comment, suggest and complain about the practice (Friends & Family test, annual survey, suggestions boxes, etc.)
 - Availability of early morning appointments
 - Flexibility for 20 minute appointments
 - Offer from local chemist to deliver to college
4. Any other business

C. ANNOUNCEMENTS

4. Date and time of next meeting – 16th November 2016, 12.30 pm – 1.30 pm