**PEEL PARK SURGERY**

**PATIENT GROUP MEETING MINUTES**

**DATE: Wednesday 24th Jan 2018**

**Time: 1.00 – 2.00**

**Attendees:** Dr P Jha GP Principal, Sophia Butt practice manager

**Members of PPG group present**

Mr Y, Mr H, Mrs A , Mr K , Mrs A,.

Apologies Mrs R, Mrs A G, Mr K, Mrs C, Mrs C, Mrs C. Mr W

Agenda Items: Appointments , Telephone access

* Reported it is difficult to get an appointment in the morning reported she tried getting in touch on Monday morning and phone lines were busy could not get through. SB – Reported phone lines do be busy in the morning and patients do struggle to get through explained we have a practice website and you can book appointments and order prescription on line and there are regular appointments on the website to book into.
* Mrs C Reported sometimes you want to speak to someone and maybe more pre-book appointments should be booked.
* Reported a lot more appointments to pre-book are available and patients are booking but If patents do not turn up and appointments can be wasted which can create problems for other patients who need an appointment on the same day. Our DNA rate is exceptionally low as the the practice reminds patients via text messaging at least 2 days prior to patients appointments and we also call the patients as well.
* Dr Jha stated maybe we should try restricting pre-book appointments and have more on the day appointments but we are encouraging patients to book on line. Online is a national website and patients need to be using it. Patients need to make sure passwords are correct as its sensitive.
* Mr Yaqoob stated that most of Elderly patients will not be able to use online services.
* Dr Jha stated we will be looking into that and provide the best appropriate service.
* Mr Yaqoob stated that staff should not be asking patients why an appointment is needed.
* Reported sometimes we have to ask in order to book with the correct clinical staff a female may not want to see a male so it’s important to ask what it is. Doesn’t have to be discussed in reception and staff would normally take the patient into the side room for a private conversation.

Next Meeting

**AOB: To be arranged for May**