

Wellington Way Health Centre

Patient Participation Group 08.08.2023

Present: Debbie Russell (Practice Manger) Ashraf Ali (Deputy Manager)

Agenda

- 1. Review last PPG survey**
- 2. Patient call back service will go live from 14/8/23**
- 3. Total triage will start from 21/8/23**
- 4. Next PPG meeting**

Minutes

1	Discussed the outcome from the last PPG survey. Actioned shown to patients after feedback of improvements
2	From the last feedback survey this was one option they wanted in place This will help keep the phone lines less busy and not keep patients waiting on line
3	Explanation on what total triage is. What we will like to achieve from this system. How this will help with patient care and the effective time frame patients will be seen to
4	Patients are happy to have this every 3 months. Next date to be set by practice. Patients will like meeting minutes sent to them by their preferred means.
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Action	Patients will like a picture board of staff members at waiting area Patient signing screen to have something more visible to make patients aware of the screen Front line staff to be more mindfulness of patients presence To discuss GP practice survey experience