PPG Meeting 25.01.2018 @ 1.30pm.

Attened: FB

CR

CP

Facebook account for the surgery – FB asked CP if he thinks opening a Facebook page for the surgery would benefit us, CP highly recommended we opened up a Facebook as it will help us promote services available, CP suggest that we did the administration account so no one only us can comment or upload anything to the page. FB is to speak to SW and see if we are able to create an account for the surgery.

JayEx Board – CP feels a jayex board would be highly useful for the surgery, He said sometime when he has been in the waiting room elderly people have missed their names being called out, Stated as there is 3 surgeries in the building it is very noisy. FB to ask SW if it could be brought to the attention of the Lead GP.

Bowel cancer, waldoc, Smear and online services – We all agreed if the Facebook page was able to go ahead it would help a lot to promote. Bowel cancer and waldoc posters are now out in the reception area. FB to look into creating a poster for smears and online services to go up on the board also.

Registration forms – CP said on a number of times he has been in the surgery and heard patients been abusive to the staff, he recommended that on the new patient forms we should attach a zero tolerance poster and also display one out in the reception. FB to ask SW if we are able to add a zero tolerance.

Next meeting – to discuss actions taken from last meeting

Arrange fun day