**northgate**

Anchor Meadow Health Centre

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PRACTICE

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Dr F E Bolliger, Dr B Sarai, Dr D Gakhal and Dr K Hayer



**Minutes**

**Date: 1st November 2021 Time: 5pm Location: Room 151 – Anchor Meadow**

**Attendees: Sylvia Baily (chair) Dorothy Barrell, Janet Jukes, Louise Platt, Roger Corbett, , Anne Harrison,**

**Apologies: AN/DN/LB/JJ**

AN put together a presentation to run alongside the agenda, please see document ‘PPG Slides 06.09.2021’

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|  |  | **Action** |
| 1. | Welcome SB welcomed all PG members able to attend . | N/A |
| 2. | Acceptance of Notes/Minutes of last meeting Notes/minutes were accepted.  | N/A |
| 3. | The agenda related to Practice Update/ GP survey results 2021/ Recruitment drive for PPG members update, Whats App Group, Survey questions. |  |
| 4. | The above topics were briefly discussed but due to administrative note taker changes will be commented on in full later…..  |  |
| 5. |  The decision related to Patient Survey questions was tentatively agreed as follows:-Texts alerts to allocated patient groups, survey to be accessible to complete – on line, via paper copy from surgery, nominated pharmacists etc.Q 1 – How do you contact the surgery e.g. online/phone etc.Q2 – Is the telephone response satisfactory?Q3 If you have used e-consult form how easy/difficult did you find it to complete?.Q4 In your opinion are the receptionists aware of all access options other than face to face and are they helpful/well informed?Q5 Your personal comments on health care you receive at Northgate Practice!Q6 What would you give as a star rating 1 -5 ….. poor/excellent  |  |
| 8. | Future Agenda items – AN provided a list of future agenda items – GP patient survey results 2021Reviewing complaints/feedbackPromoting eConsult – design posters, speaking to patients in housePromoting the practice website - design posters, speaking to patients in houseLooking at areas of interest ie diabetes, mental health A focus board (in front of the TV in the waiting room)NewsletterSuggestion Box |  |
| 9. | A.O.B –  | N/A |

**Dates of future meetings:**

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|  Monday 7th February 2022 – 5pm |  |