# HALBUTT STREET SURGERY

# MINUTES

**MEETING TYPE: PPG MEETINGs**

**DATE: 12th February 2019**

Present: Dr S Adedeji (SAA)- Chair

Lorraine Travi(LT)- Minute taker

Mrs June Knowles

Mrs Maureen Barry

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| **Item** | **Agenda item** | **Actions** | **Responsibility** |
|  |  |  |  |
| **1** | Appointments- On line booking |  |  |
| **2** | Virtual Consultations |  |  |
| **3** | Increasing PPG Members |  |  |
| **4** | Virtual PPG Meetings |  |  |
| **5** |  |  |  |
| **6** |  |  |  |
| **7** |  |  |  |
| **8** |  |  |  |

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| --- | --- |
| **SUMMARY OF ACTIONS** | **Responsibility** |
| Look at percentage of access to on-line booking | LT |
| Posters,leaflets to be placed in waiting room | LT |
| Reception staff enquire if ptnts are interested | Reception |
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**1.0**

* 1. Appointment availability was discussed and PPG members were not really happy with regards to on-line bookings. As neither of them have internet access they feel this has reduced the availability to the elderly patients and those who are not computer literate, or just do not have internet.

**2.0**

2.1 We discussed the possibility of Virtual appointments. Dr S Adedeji explained how this

would work. Members again said that this would not suit them but agreed this would be

an option for patients who do have access to the internet.

Members also felt that most of the elderly patients would rather see their GP face to

and not via a computer. They commented that the old way of General Practice is no

longer being practiced. Dr S Adedeji explained why this is no longer achievable and that

is why their opinion is needed so that we can improve patient perception.

**3.0**

3.1 We discussed ways of increasing PPG membership as we are struggling to enrol patients.

Suggestions of Posters in Waiting Room and messages on Jayex Board and leaflets

available for patients to read. It was also suggested that reception ask patients if they

are interested in joining.

**4.0**

4.1 Virtual meetings were discussed but members were not interested as again they do

not have internet access. However, they did agree that this would probably suit new

members that may be unable to attend due to family or work commitments.

**Minutes Approved as a True Record of the Meeting**

**.......................................................................................signed .........................................date**