# 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**