**Draft**

PATIENT PARTICIPATION GROUP:

OPEN MEETING: 2 DECEMBER 2016

Those present:

Core Group: Audrey Alford, Paul Alford, Anne Allan, Craig Marriott

Patients: Elanka, Hannah Street

(apologies received from David Williams, Peter Honour, Brenda Northover)

|  |  |
| --- | --- |
| ***Item*** | ***Action*** |
| 1. **Open meeting**:

A. Alford welcomed the new attendees Elanka and Hannah and provided them with a brief summary of some of the work to date undertaken by the OCH PPG in conjunction with the Practice.The PPG concerns itself with matters relating to the OCH Practice and patients experience within it. It does not deal with any medical matters or complaints. There is a good working relationship between the PPG Core Group and the Practice.Both new attendees are knowledgeable about health matters. Both are willing to be reserves for the Core Group should places become available.Issues raised:-1. information about booking appointments, especially those in advance, needs to be made clearer and be better advertised;
2. problems with the information provided by receptionists when ringing for an appointment;
3. difficulties trying to book an appointment by telephone at OCH between 8.00-9.00am.

Suggestion made:-1. it would be helpful if parents/guardians could book appointments for children online – may help reduce on the day appointments.

The Core Group explained the procedures for booking appointments (on the day and in advance) and explained that this information had been included in newsletters and was also on the website, However, the Core Group will raise this matter again with the Practice and request that appointment booking procedures be included in the impending Practice booklet. They will also suggest that a guidance note be handed out to patients when they seek to register for online services.There was some further discussion about the work of the PPG to date including the above issues, recruitment to the PPG, newsletters, the OCH website, the Antibiotic Awareness Day, the Patient Annual Survey and the Access Survey.The issues raised with regard to booking appointments as well as the suggestion that children’s’ appointments could be booked online will be discussed further at the next Core Group meeting and raised with the Practice.For now Elanka and Hannah will be part of the Virtual Group and attend Open meetings but should vacancies occur both would be interested in joining the Core Group. Hannah is available in the day and Elanka in the evening. | Elanka and Hannah are included on the Virtual Group email list and sent notes of meetingsElanka and Hannah to be ‘reserves’ for the Core Group should spaces arise |

AA 23 December 2016