

Highwoods Surgery PPG Minutes

Friday 10th January 12pm

Present:

Amanda Castle Practice Manager (HS)

Avril

Yvonne

Abby Administrator (HS)

Apologies

Temi

Matthew

Maureen

AC welcomed everyone and thanked them for joining today.

Main topic today was to discuss the new triage system and how it was working for patients. Explained how it works and the positive/negative feedback we have had from patients. Yvonne asked about how patients could do this if they had no computer or mobile and advised this was not a problem as our receptionists will do this for them. We have leaflets and posters throughout the surgery and on facebook. We will discuss at next meeting on the progress and if anyone has any ideas on how to improve. Abby is going to look into advertising the new system in the area, maybe the post office ect so patients are more aware.

Spoke about culture and diversity and the difficulties some patients may have with understanding the importance or smears ect. We have staff that can speak different languages and also a language line if explanation is needed but mandy will look into maybe getting some literature put in surgery so easier for patients who are non-English speaking.

Had a discussion about maybe doing an open morning on a Saturday with an incentive but will have to think more about what we can do.

Next meeting will be April – have got a few more patients interested so hopefully we can build a bigger group.

Meeting closed 1pm