



St George's Medical Centre

St George's Patient Participation Group



Actions of PPG Meeting 13th March 2015

ACTION POINTS 13.03.2015

Action Point	Outcome	Date Completed
Add survey audit onto website and in the waiting area – to make all practice patients aware of online access availability	Varsha laminated the audit and put up in the waiting room notice board and onto the website. Under Patient Participation Group.	17.3.15
Friends and Family Survey add comments on the website and in the waiting area	Varsha laminated the comment sheets for the FFT and put up in the waiting room notice board. And onto practice website	17.03.2015 and is on-going
Add more online appointments for the late evenings	Varsha has amended the online appointments for late evenings. Added Availability for late appointments.	17.03.2015 and is on-going
As we received positive feedback through our patient survey we would encourage all patients to have Online access for appointments, repeat prescription and summary records.	Reception staff Continue to get consents from patients for online appointment and online prescriptions. Have added to registration pack.	13.03.2015 and is on-going
Telephone Triage	Added onto practice website under Appointments. Reception staff giving patients options on telephone consultation appointments	17.3.15 and is on-going