

## **PPG Meeting 28/10/2015**

Introduction – OB New Practice Business Manager introduced himself to the group and shared some of his back ground in IM&T and Data and practice management and 24 Urgent Care. Also spoke of intentions to bring in some technology into the practice and enhance some of the services in this way.

CQC Results – OB informed Practice of the good CQC results and praise from the inspectors the practice received. Inspectors stated that the practice went over and beyond in regards to patient access. Report is available on the CQC Website and also on the Practice Website.

IT – OB hoping to introduce more innovative ways of communicating with patients via SMS messaging and informed patients that appointment reminders have been introduced with a hope to reduce DNA's.

Phones – Patients getting engaged tone when ringing in the morning creating difficulty. OB informed group of plans to upgrade phone system hopefully introduce a queuing system that is more informative to patients.

PPG Lead – Jackie Peaker put herself forward to be new PPG Lead. Congrats!

Future of PPG – the group would like to help the practice in helping to develop some of the services that the practice provides, as a practice and also via services using the premises.

Some of the ideas were Support Groups, weight watchers, engaging mothers and children, mothers with postnatal depression should have a support group.