

## CEDAR BROOK PRACTICE

### PPG MEETING

#### MINUTES 21<sup>st</sup> March 2019

#### 1. Welcome and Introductions

- Dr Sue Thurlow was welcomed and introduced to the members.

#### 2. Approval of minutes

Minutes of meeting held on the 27<sup>th</sup> September 2018 were approved, no amendments.

#### Matters Arising

- Telephones –the Practice will be going ahead with updating the telephone system after the switch to Emis appointments.
- PPG to contact the top ten surgeries from NHS Hillingdon CCG from GP Patient survey to see if we can adopt some of their ideas to help us improve in the survey. To be shared at the next meeting. **Still to be actioned**  
Telephones to be put on as agenda item for next meeting. **To be actioned**
- Line has been put on bottom of main staircase as a trial at the moment to make sure it works before purchasing lines to go down the sides of staircase for those patients who are partially sighted.  
Sue W will investigate lines, yellow strips for main staircase. **Still to be actioned**
- Sue W has started to collect member's profiles, including picture if desired. It was agreed 50 words maximum. Thank you for those who have already done.  
A notice board to be put up in the waiting room with members profile and picture and also to be added to website. Notice board has been purchased.  
Graham has kindly agreed to help with this.  
Some discussion also took place as to whether there should be a staff notice board with photos of members of staff and also their details added to website. Staff would have to be asked. **Still to be actioned**

#### 3. Telephones

Some discussion took place about cloud base telephone system as they are known to crash.  
Text message - link to cancel appointments.

#### 4. **Friends and Family**

The practice needed to add two new Friends and Family questions to the form that patient fill out.

It was agreed to use the following questions:

##### **Question 1**

Please share your positive experiences

##### **Question 2**

How could we make our service better for you?

Sue W to add questions to the form. **Actioned**

#### 5. **Improvements**

PPG need to have an action plan for improvements from the National Survey.

- The practice is changing to Emis appointments
- Updating telephone system
- Investing in training for staff

#### 6. **AOB**

New chairperson election at next meeting. Graham would like to continue in post.

**DATE FOR NEXT MEETING – To be decided**