

## PATIENT PARTICIPATION MEETING

DATE / TIME OF MEETING: 24<sup>TH</sup> JULY 2019

### ATTENDEES

Patient attendees: 10

Staff attendees: 1

Other attendees:

### AGENDA

REPORT ON ACTIONS FROM THE LAST MEETING:

#### ITEM 1

**You said** “not enough same day appointments” ...

**We did:** We have adjusted our rota systems and have increased the number of same day appointments available each day, these appointments are available for patients walking in, over the telephone as well as booking online. We will make sure we have a minimum of 40 same day appointments and at least 80% of these will be available to book online.

**What was the opinion of the PPG?**

Some patients did give feedback saying they have realised that this system has been put in place this month and have got an appointment whatever day they needed. The majority of patients did get an appointment did get an appointment over the phone.

## **ITEM 2**

### **What did we discuss?**

Spoke with patients who worked in primary schools, We are still in process of agreeing a date and time for our nurses to have a meeting with parents. (Rubina and Cosar.)

## **DISCOVER MYPLATE**

Menu: Steamed chicken and steamed potatoes, chickpea cucumber tomato onion salad, fresh fruit.

## **ANY ACTIONS ARISING?**

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REGISTER OF ATTENDANCE