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**Peel House Medical Practice**

**Patient Participation Group Meeting Feedback Form**

Date: 23/11/21

Apologies:

Patricia Ramsden, Tracey McMullan

In attendance:

Geoff Evans, David Woodcock, Jean Battle, Dorothy Westell, Ann Parkinson, Judith Halstead

Katy Tregartha – Practice manager’s Assistant, Craig Lee – Practice Operations Manager.

**Agenda**

* New phone system feedback
* Return to normal plan
* 2022 Health promotion (this might be a stretch but I am hoping at some point we can get back into the waiting room and engage with patients, if we plan for alcohol awareness week that isn’t until November next year so we might be in with a chance)

Key notes:

New phone system – see presentation – Feedback from PPG positive, Jean had used the call back function and this had worked well. Geoff is keen for the stats to be shared with the wider patient population.

Feedback received around confusion over hospital bloods – Katy will speak to reception staff about this.

Return to normal plan – after operation under the national SOP mandated by NHSe we are slowly starting to introduce directly bookable face to face appointments. These clinics will start week commencing 6th December and will be trial and error. We will have to actively manage the waiting room and may need to change things last minute.

2022 Health promotion – moved to next meeting.