Parkside Medical Practice

Dr A. Azam & Partners

Practice Meeting Re PPG survey outcome

Thursday 6th February 2014 at 12.30pm

Agenda: Discussion on PPG Survey outcome.

Staff Present: AA, SRA, JAA, SG, SH, NK and NI

Points discussed today:-

1. The practice has employed more Locum doctors to cover the practice as Sue Gavin will be retiring at the end of February 2014.
2. The Practice has started to do on line booking appointments one for each clinician on a daily basis. The first appointment in the morning and the first appointment in the afternoon. The Practice has also started to send SMS messages to patients when they book an appointment with a clinician.
3. We have more on the day booking appointments as alot of patients were missing appointments as were booking too far ahead. We have started to pre book the first two appointments and booking rest on the day only.
4. Overall patients were happy with the reception team and the clinicians with no major complaints.
5. The practice will continue to provide a good service to the patients.