

Attendees: Knox Daniel, Victoria Francis, Shaquilla Hamilton, Tony Harms, Daphne Kemp, Nicholas Lees, Peter Manning, Dylan Reynolds

Discussed: 1. Costings of TV information screen/Check-in screen

It has been decided the money could be spent elsewhere, estimate is £1700

Surgery could lose personal touch of interacting with receptionists

2. Company donated a scooter to surgery

It has been used already for home visits – speeds up visits and is noticeable in the community

Pictures to be taken for Facebook page

PPG to send thank you

3. New reception chairs have been order

It can take 4-6 weeks to arrive

4. New BP machine has arrived

This is to be placed in reception for patient's to be able to take BP themselves and hand printed slip to clinician

This will cut down consultation time

Location to be decided, and for machine to be installed

5. Posters are up on notice board in reception

'Tips' may need to be changed

6. Facebook group set up

Others need to be encouraged to engage with the page

Poster to be put up in reception – Victoria to make

Proposal for rota for managing page – look after weekly, monthly

Facebook page under the SGS name needs to be investigated, as it is not affiliated with the surgery

Correct Facebook page name needs to be added to notice board in reception

7. There has been an increase in reviews on NHS Choices website for SGS

All reviews have been 5 stars, apart from one which Dylan will reply to

NHS Choices link to be added to Facebook page

8. Weekly walk has been taking place

More need to be encouraged to join

Regularity will be the key to it succeeding

Texts can be sent out to patients to encourage them to join

Victoria to add to Clissold Park User Group

Poster to be posted in Burma Court, as there are many SGS patients there

PPG Meeting

9 January 2020

Anyone who wants to join halfway round the walk should contact surgery, so it is known they are waiting

Next meeting: 9th April 6:30pm

Dylan to get dates of meetings for the year

Victoria to get dates of meetings for the year printed and to put surgery opening times put on Facebook page