**MINUTES OF THE MEETING HELD WITH THE PPG ON 03RD DECEMBER 2019**

**THOSE PRESENT: DR KHIDER, MANDY WYATT, JP, AO**

**APOLOGIES: DB, JM, ST, HB, ML, DT, PT, JF, NJ, TG**

**Unfortunately there was a very low attendance at this meeting. We will contact all the members and ask what days and times are convenient for them. The replies will be fed back to the members.**

**SURVEY FEEDBACK**

**Dr Khider thanked the PPG for their help and support in handing out the survey forms.**

**The overall results were that that the patients were happy with practice, doctors, receptionists, nurses, appointments offered and the service we provide.**

**The main complaint was the answering of the telephones. We have just had a receptionist retire, but have also recently recruited two new receptionists who are in the process of being trained.**

**We are actively promoting our on line access, so patients can book/cancel appointments and order their prescriptions on line, this should reduce the number of calls received.**

**We have also been in contact with our phone supplier to see if we can arrange a call number queuing system. We will update the PPG at the next meeting regarding this.**

**FLU**

**The practice is still actively promoting the uptake of the flu vaccination.**

**PPG HELP DESK**

**Dr Khider and Mandy are still very interested in setting up a PPG help Desk in the waiting room. This to be discussed at the next meeting.**

**PRACTICE CLINICAL ASSURANCE VISIT**

**The feedback from this visit was very positive, with only a few minor improvements, such as copies of minutes from meetings, practice to provide a staff training log and the contact numbers to be updated on certain policies.**

**INFECTION CONTROL AUDIT**

**We had our infection control audit on Monday 28th October 2019. There were problems regarding infection control relating to the way the practice is run. The only things flagged up were in regard to the building and these concerns have been forwarded to the Landlord to action.**

**NATIONAL SURVEY**

**Dr Khider was pleased to announce that The Warren came out 3rd best in Hillingdon.**

**DISCUSSION REGARDING PPG**

**A common criticism of many PPG’s is that they are not representative of the practice population. It is always going to be difficult to get a group that exactly reflects the demographics of our practice and volunteer roles tend at attract those that have a certain level of confidence and free time, and have flexibility about working.**

**However, a PPG is there to make sure that the patient voice is listened too.**

**Dr Khider, the other doctors and staff are actively trying to recruit new members.**

**It was agreed with the members present that from now on the published minutes of the meeting will only show the initials of the PPG members but the minutes will be a true and accurate reflection of what was discussed and agreed.**

**The next meeting to be held at the end of February – date and time to be advised on receipt of replies of preference from the members.**