**Wordsworth Patients’ Participation Group**

**Meeting held on 11th June2013**

**Minutes**

**Attendees:** Ron Reid [Chair] Mike Wilson, Jasweer Sagoo, Manjit Kalsey, Mehrunisa Bax. Franco [Practice Manager] was welcomed to the meeting.

1.Welcome & Apologies

2.Apologies received from: Mr.M.Haniff

2.1 Minutes of the last meeting agreed

3.0 Matters arising from the minutes

3.1 Jasweer informed the meeting that there’s a need for two members from each PPG to be reps at CCG meetings.

3.2 Manjit to liaise with Franco and arrange a visit to Wordsworth Practice and observe how the telephone requests are managed during the busy hours [08.00-11.00].

3.3 It appears Patients are not being offered [in most cases] same day and next day appointments on request.

3.4 Mike wants to know the process in progress in relation to the specific needs of patients, chronic, non-medical, GP call back, children related illnesses and same day appointments.

4.0 Franco said he’s aware there is a problem with door at the entrance to the Practice, he will investigate the costs to replace.

4.1Stats show that there is an increase in the number of patients accepting appointments but, failing to attend or taking the time to notify the Practice of the need to cancel.

5.0 AOB

Ron to arrange a visit to Upton Lane Medical Centre in Forest Gate, E7 The visit will enable PPG members to compare the management appointments against need.

Date of next Meeting: Tues 3rd September at 18.00.