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| OAKMEADOW SURGERYMINUTES FOR PPG.DATE OF MEETING: 18.04.24 |
| PPG Meeting Start Time 1.00PMATTENDEES:* Dr Shah
* Kaydean Goodwin
* Annette Strong (Chair)
* Phil White
* Carol Knill
* Peter Knill
* Arvind Patel
* Maud Barrett
* Paulette Mills
* Dotlyn Huxtable-Paul
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| **AGENDA TOPICS**  |
| Dr Shah: Discuss and update on any issues including those concerning the new telephone appointment system.Kaydean Goodwin: update on link protocol. PPG members booking of appointments. Group Discussions: Information relating to supporting veterans, outcomes of Nhs Questionnaires, utilising the surgery ppg notice board  |
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| * Dr Shah gave the team some feed back on the new telephone system, He seems that it is working well and things are getting better, will feed back to the group in the next 3 months on changes that have been noticed.
* Kaydean updated group on the new link system protocol, If the link was to ever go down or unavailable the surgery would put a message on the website, facebook , send a sms , leave a voice message on the surgery phone ,patients would be able to book in the old way that we use to until the problem was fixed.

The amount of appointments that was dna for feb (29.5 hours) March (30Hrs) .Group discussing ways that we can get this down , what was the reasons for the dna , age groups , frequent patients , Kaydean to have a word with reception manager to see if there is a report that we can run on this and update group in 2 months. Chair asking if we have any dna protocol in place , Dr shah explained we send a sms to inform patiMeeting Finished 14.50pm |