Beechwood Surgery

Patient Participation Group

Meeting held Monday 7 February 2017

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| ***Minutes of last meeting*** ***Matters Arising from previous meeting******Agenda:-***1. Telephone Waiting Times
2. Dedicated Line for Cancellations
3. Staffing Updates
4. Staff Training Organised
5. Changes to PPG Meeting dates discussed as per CCG meeting

***Any other business:-***1. Online Consultation Process
2. Surgery Main Challenges and How can PPG Help
3. PPG Fund Raising to complement the Budget
4. Patient online access to add notes to their records
5. PPG Sub Group
6. NHS Choice website

**DNA figures are**  November - 240 December – 166 January - 156***Dates of next meetings***The next meetings will be held at 2.30 pm on Monday: 8 May 201721 August 201713th November 2017 |  |