

PPG Meeting 12th August 2017

Mrs Janice Hunt

Dr Hannah Muotune

Mr RK

Thanks given to Mr K for attending

Wednesday morning sessions changed to extended hours weekday evenings. This will be replaced with Friday evening session. The Tuesdays and Thursdays sessions will continue
Attendance at the early sessions was variable – lots of failure to attend and take up of appointments was low
Earliest appointments at the surgery are now at 8.30 with Nurse Practitioners when they are working

Healthwatch UK report discussed. Healthwatch Greenwich visited the surgery a few weeks ago. On the whole a very +ve report.

Some recommendations discussed – we are going to purchase chairs with arms for reception

We are not taking up the recommendation to have staff pictures and names on a board

Also the report suggests we should word our reports – “you saidwe did”

Phlebotomy services discussed – Wednesday morning session now withdrawn, but we are lucky, as some surgeries have no phlebotomy services at all

Dr Adewakun no longer working at the surgery. We are actively looking to recruit, but to date have had no applicants for the advertised post